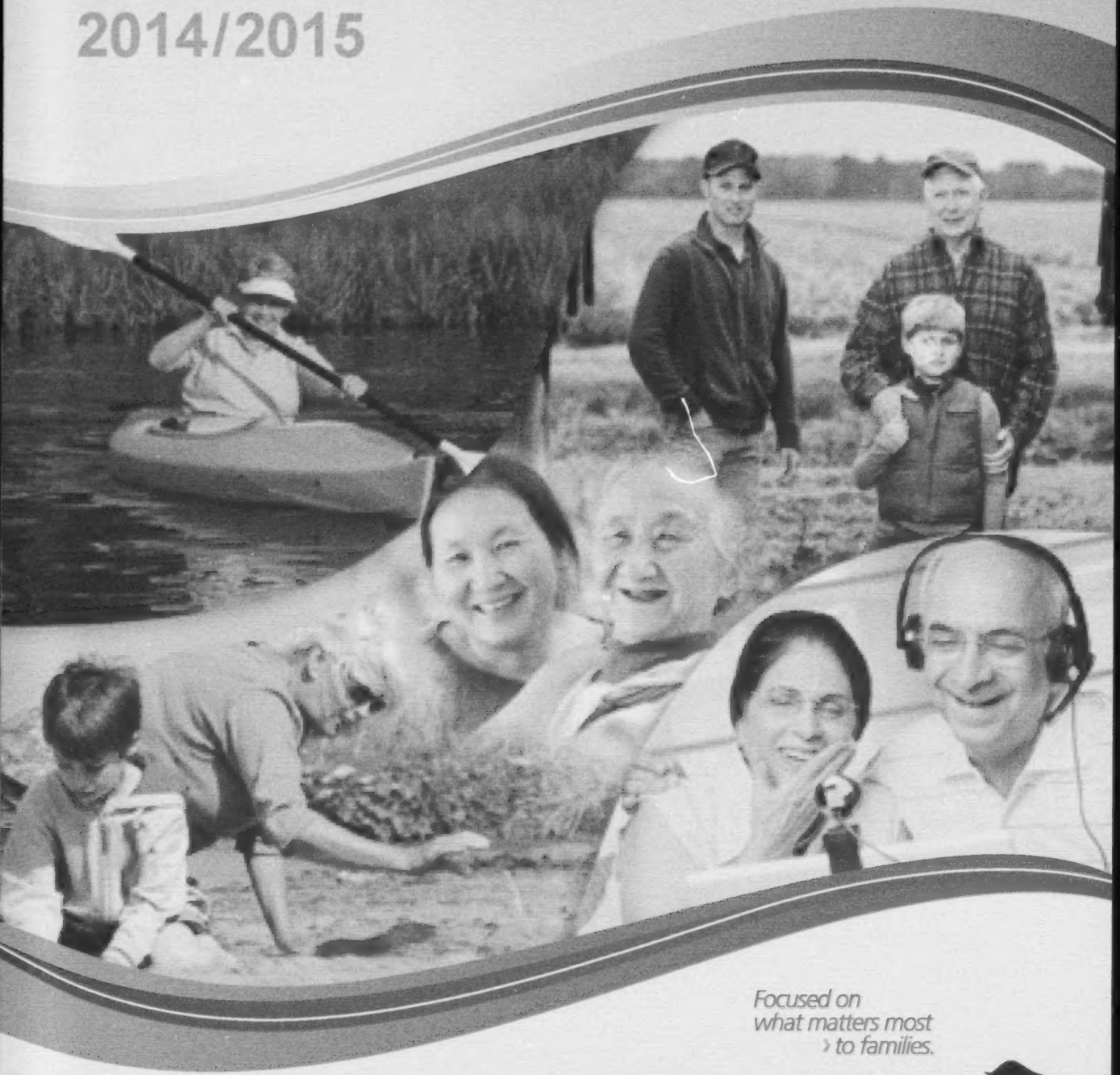
Seniors' Guide

2014/2015



Focused on what matters most to families.

Manitoba

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About This Guide

The Manitoba Seniors' Guide is produced and distributed by the Seniors and Healthy Aging Secretariat and the Manitoba Council on Aging, and is online at www.gov.mb.ca/shas.

Ce guide est aussi disponible en français :
www.gov.mb.ca/shas/publications/docs/seniors_guide_fr.pdf
This information is available in alternate formats upon request.

If you have questions or suggestions, please contact the Seniors Information Line at 204-945-6565, 1-800-665-6565 or seniors@gov.mb.ca.

Key Contacts

INFORMATION AND REFERRAL

Seniors Information Line
Phone: 204-945-6565
Toll Free: 1-800-665-6565
Email: ..... seniors@gov.mb.ca
Website: ..... www.gov.mb.ca/shas

- Information on seniors' programs and services across Manitoba for seniors, families, caregivers, and professionals.
- M-F 8:30 a.m. – 4:30 p.m.

Government of Canada General Inquiry
Toll free: 1-800-622-6232
Website: ..... www.seniors.gc.ca

Manitoba Government Inquiry
Phone: 204-945-3744
Toll Free: 1-866-626-4862
TDD: 204-945-4796
Email: ..... mgi@gov.mb.ca
Website: ..... www.gov.mb.ca/contact
Website for Service Link: .....
..... http://web6.gov.mb.ca/FSHServiceLink

- Access provincial programs or services
- Bilingual

Manitoba Directory Assistance 411

City of Winnipeg Contact Centre 311
Toll Free: 1-877-311-4974
Website: ..... www.winnipeg.ca

- Inquire about or request city services
- Bilingual, 24 hours, 365 day a year

Association of Manitoba Municipalities
Phone: 204-857-8666
Email: ..... amm@amm.mb.ca
Website: ..... www.amm.mb.ca

CRISIS NUMBERS AND SUPPORT LINES

Emergencies **911**

Non-Emergency
Winnipeg Police **204-986-6222**
RCMP Non-Emergency, call your local detachment

Seniors Abuse Support Line
Toll Free: 1-888-896-7183

Crisis Accommodation and Supports Crisis Line for Persons with Disabilities
Phone: 204-788-8687

Klinic Crisis Line
Phone: 204-786-8686
Toll Free: 1-888-322-3019

Domestic Violence Crisis and Info Line
Toll Free: 1-877-977-0007

Manitoba Farm and Rural Support Line
Toll Free: 1-866-367-3276

Manitoba Suicide Line
Toll Free: 1-877-435-7170

Gambling Helpline
Toll Free: 1-800-463-1554

Smokers Helpline
Toll Free: 1-877-513-5333

Health Links
Phone: 204-788-8200
Toll Free: 1-888-315-9257

233-ALLÔ, Centre D'Information
Phone: 204-233-2556
Toll Free: 1-800-665-4443
Email: ..... 233allo@sfm.mb.ca
Website: www.sfm.mb.ca/centre-info-233-allo
- Information for anyone interested in the Manitoba Francophone community.

CONTACT Community Information
Phone: 204-287-8827
Toll Free: 1-866-266-4636
Website: .....www.contactmb.org
- Community referral to social services and programs through health, educational, cultural and recreational resources.

Frequently Called Contacts

55 Plus Supplement (MB)
Phone: 204-523-5230
Toll Free: 1-800-563-8793

Canada Revenue Agency Federal Income Tax Inquiries
Toll Free: 1-800-959-8281

Dial-a-Dietitian
Phone: 204-788-8248
Toll Free: 1-877-830-2892

Geriatric Mental Health Team and Mental Health Services for the Elderly
Phone (Winnipeg): 204-982-0140
Rural: contact your Regional Health Authority

Home Care Information
Phone (Winnipeg): 204-788-8330
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Home Maintenance Program
Phone (Winnipeg): 204-806-1303

Law Phone-In & Referral Line
Phone: 204-943-2305
Toll Free: 1-800-262-8800

Manitoba Housing Authority Inquiries
Phone: 204-945-4663
Toll Free: 1-800-661-4633

Manitoba Identification Card (Manitoba Public Insurance)
Phone: 204-985-7000
Toll Free: 1-800-665-2410

Manitoba Tax Assistance Office (Tax Credit and Subsidy Information)
Phone: 204-948-2115
Toll Free: 1-800-782-0771

Medication Information Line for Everyone
Phone: 204-474-6493

Meals on Wheels
Phone (Winnipeg): 204-956-7711
Phone (Brandon): 204-727-6641

Parking Permit Program
Phone: 204-975-3257
Toll Free: 1-800-836-5551

Pharmacare Program
Phone: 204-786-7141
Toll Free: 1-800-297-8099

RentAid
Phone: 204-945-2197
Toll Free: 1-877-587-6224

Residential Tenancies Branch
Phone: 204-945-2476
Toll Free: 1-800-782-8403

Service Canada - OAS/GIS/CPP Information
Toll Free: 1-800-277-9914

Message from Healthy Living and Seniors Minister

Welcome to the 2014-2015 edition of the *Manitoba Seniors' Guide*. As Manitoba's Minister of Healthy Living and Seniors, I am pleased to offer you this comprehensive listing of the programs and services available to older adults in Manitoba.

This guide informs and helps you make decisions about important issues such as finances, housing, health services and safety. For more information, please call the Seniors Information Line at 204-945-6565 in Winnipeg, toll free 1-800-665-6565 or visit www.manitoba.ca/shas.

Manitoba is committed to ensuring older Manitobans have access to programs, services and information that enhances their health, independence and well-being. With the help of the Seniors and Healthy Aging Secretariat, we are accomplishing this goal through *The Caregiver Recognition Act*, Elder Abuse Strategy, Healthy Aging Strategy and the Age Friendly Manitoba Initiative.

Many communities across the province have joined the Age Friendly Manitoba Initiative and are working in partnership with government and our age-friendly partners to create communities that are respectful, accessible and responsive to the needs of all citizens, of all ages.

Communities that use the age-friendly concept recognize the vast and irreplaceable contributions of older Manitobans. The age-friendly concept provides a helpful framework when designing, planning and implementing projects that create supportive communities for everyone. For more information on the Age Friendly Manitoba Initiative, please visit www.manitoba.ca/shas or www.AgeFriendlyManitoba.ca.

I am grateful to the Manitoba Council on Aging (MCA) for their assistance in ensuring this guide continues to be a valuable resource for older Manitobans and their families. The MCA is a group of dedicated older adults who help keep me aware of what is important to older Manitobans and provide recommendations on how we can move forward on addressing issues. I thank the MCA for the hard work, time and effort it devotes to seniors issues.

Sharon Blady, Minister
Manitoba Healthy Living and Seniors

Message from the Chair of the Manitoba Council on Aging

On behalf of the Manitoba Council on Aging, it is my pleasure to present the 2014-2015 edition of the *Manitoba Seniors' Guide*. The Seniors' Guide is a valuable tool which assists older Manitobans, their families and caregivers in accessing comprehensive, up-to-date information on the programs and services available to older Manitobans.

Improving access to information for older Manitobans continues to be an important priority for the current members of the Council on Aging. As the population ages, access to accurate information on local resources is more important than ever. We recognize that many age-friendly communities are working with their local senior serving organizations to distribute information on key programs and services to seniors living within the community. We thank you for taking the time to empower older adults with information.

The Manitoba Council on Aging is an advisory body to the Minister of Healthy Living and Seniors. We ensure that the voice of older Manitobans is heard within government and that action is taken to address issues that are important to older Manitobans. The Council on Aging is also a strong supporter of the Age-Friendly Manitoba Initiative. The Council believes that if we work together we can create an age-friendly province that is made up of communities that are respectful, inclusive and supportive to people of all ages.

The Manitoba Council on Aging welcomes your feedback and suggestions regarding the *Seniors' Guide* and other seniors' issues. Your input will ensure that we continue to produce a guide that meets the diverse needs and interests of older Manitobans.

Dave Schellenberg
Chair

Manitoba Council on Aging
1610 - 155 Carlton Street
Winnipeg, MB R3C 3H8
Phone: 204-945-6565
Toll-Free: 1-800-665-6565
Email: seniors@gov.mb.ca
Website: www.manitoba.ca/shas

Manitoba Council on Aging Recognition Awards

The Manitoba Council on Aging (MCA) presents awards to Manitobans for their dedicated service to seniors and to our great province. Awards are offered in three categories:

- awards for individuals, of any age, who have made extraordinary contributions to seniors
- awards for seniors who have made extraordinary contributions to the community
- intergenerational groups/initiatives that have made extraordinary contributions to promoting an age-friendly community through activities that encourage and inspire interaction between younger and older generations

For more information, contact the Manitoba Council on Aging.

Seniors and Healthy Aging Secretariat

- promotes the health, independence and well-being of older Manitobans
- supports the Minister of Healthy Living and Seniors
- provides information and referrals to older adults, family, and professionals
- leads the development/implementation of the Age Friendly Manitoba Initiative
- works collaboratively to ensure the concerns of older Manitobans are reflected through a comprehensive framework of legislation, policy and programs
- provides support to the Manitoba Council on Aging and Caregiver Advisory Committee

For more information, contact:

Health, Healthy Living and Seniors
Seniors and Healthy Aging Secretariat
1610 – 155 Carlton Street
Winnipeg, MB R3C 3H8
Phone: 204-945-6565
Toll Free: 1-800-665-6565
Email: seniors@gov.mb.ca
Website: www.gov.mb.ca/shas

Congratulatory Messages

Congratulatory messages are available from Federal and Provincial (Manitoba) Dignitaries for Manitobans celebrating a 25th wedding anniversary or a 65th birthday (and at five year intervals thereafter for either). Contact:

Province of Manitoba Greetings Branch
1035 – 405 Broadway
Winnipeg, MB R3C 3L6
Phone: 204-945-1657;
(French): 204-945-6220
Toll Free: 1-800-282-8069
Website: www.gov.mb.ca/legislature/greeting/index.html

Celebratory Days

SENIORS' AND ELDERS' DAY

Around October 1st, Manitoba celebrates Seniors' and Elders' day. October is also celebrated as Seniors' and Elders' Month. This is an opportunity to recognize and celebrate the ongoing contributions of older Manitobans. Manitoba communities participate by hosting events that offer positive images of seniors and promote active living. Contact the Seniors and Healthy Aging Secretariat, 204-945-6565/1-800-665-6565.

CAREGIVER RECOGNITION DAY

On the first Tuesday in April, the Province proclaims the day as Caregiver Recognition Day in Manitoba. This is an opportunity to recognize the valuable contributions of caregivers. Contact the Seniors and Healthy Aging Secretariat, 204-945-6565/1-800-665-6565.

WORLD ELDER ABUSE AWARENESS DAY (WEAAD)

On June 15th, Manitoba joins in the global observance of World Elder Abuse Awareness Day. This is a time to share information, discuss the issue of abuse of older adults and become involved. For more information on events and ways in which your community can recognize this day, contact the Seniors and Healthy Aging Secretariat, 204-945-6565/1-800-665-6565 or visit www.weaadmanitoba.ca.

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Seniors Organizations and Supports

ACTIVE LIVING COALITION FOR OLDER ADULTS IN MANITOBA (ALCOA-MB)

ALCOA-MB is a partnership of organizations and individuals who encourage older Manitobans to maintain and enhance their well-being through a lifestyle that embraces daily physical activities. ALCOA-MB co-ordinates and supports the following projects:

- promotion of provincial events including: Active Aging Week, Seniors' and Elders' Day and the Manitoba 55 Plus Games
- phampion of changing the way we age to promote a positive image about healthy aging and to prevent elder abuse
- promote and support age-friendly active living through Peer-leader training programs: Steppin' Up and Out - get involved as a leader or a participant
- peer-led speakers bureau on a variety of healthy aging topics including: falls prevention; active living; medicine use and misuse; and get in the fun and games
- active Living Gear Kit (available for loan)
- healthy Lifestyles Bingo (available for loan or purchase)
- sets of pickleball equipment (available for loan)

ALCOA also offers meaningful volunteer opportunities.

For more information, contact:

ALCOA-MB
c/o The Seven Oaks Wellness Institute
1075 Leila Avenue
Winnipeg, MB, R2P 2W7
Phone: 204-632-3947
Toll Free: 1-866-202-6663
Email: jevanchuk@sogh.mb.ca
Website: www.alcoaManitoba.org

A & O: SUPPORT SERVICES FOR OLDER ADULTS

A & O: Support Services for Older Adults is a not-for-profit social service agency that provides programs and services to older adults 55+ that support and enhance the physical, intellectual, emotional, social and spiritual lives of older persons. Specialized services are offered in the following areas:

- **Safety and Security:** Elder Abuse Prevention Services, Safe Suite, Seniors Abuse Support Line, Older Victim Services, SafetyAid: Crime and Falls Prevention for Older Manitobans and This Full House
- **Social Inclusion:** Senior Centre Without Walls, Connect, Entry Program for Older

Adult Immigrants and Centres
- **Counseling Services:** Information and referral, intake, housing and legal clinics

For more information, contact:
A & O: Support Services for Older Adults Inc.
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Toll Free: 1-888-333-3121
Email: info@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

A & O: SUPPORT SERVICES FOR OLDER ADULTS-CONNECT PROGRAM (FORMERLY FRIENDLY VISITING)

Agency Social Workers assist socially isolated older adults living within the community in Winnipeg. They connect them to resources that will facilitate independent living.
Clients of the program may be connected to:
- volunteer visitors and callers
- senior centre without walls
- safety and security programs
- counselling and support services
- community resources

For more information, contact:
A & O: Support Services for Older Adults Inc.
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Toll Free: 1-888-333-3121
Email: info@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

CREATIVE RETIREMENT MANITOBA (CRM): THE CENTRE FOR LIFELONG LEARNING

CRM contributes to the well-being of older persons and their communities. They develop and offer innovative, interactive learning opportunities with and for older persons.

Programs include:
- courses on a wide range of subjects including languages, arts, history, fitness and computers
- intergenerational outreach
- public education on seniors and aging
- Seniors Resource Network website (www.seniors.cimnet.ca)

For more information, contact:
Creative Retirement Manitoba
270 Sherbrook Street
Winnipeg, MB R3C 2B9
Phone: 204-949-2565
Email: info@crm.mb.ca
Website: www.crm.mb.ca

MENSHEDS MANITOBA

Mensheds Manitoba is a membership driven grassroots organization, run by experienced men for men. Communal activities enhance positive attitudes and well-being for men individually and in their homes. Activities include:
- short term volunteering in the community
- socialization such as chess or cribbage and coffee
- working on personal hobbies shoulder to shoulder
- Mensheds Cafe-monthly cooking experience
- escorted walking tours in Winnipeg
- assisting organizations such as International Hope Canada by repairing walkers to be shipped to communities in need

For more information, contact:
Mensheds Manitoba Inc.
Woodhaven Community Club
200 Glendale Boulevard
Winnipeg, MB R3J 3J1
Phone: 204-804-5165
Email: mensheds_manitoba@outlook.com

TRANSPORTATION OPTIONS NETWORK FOR SENIORS (TONS)

TONS informs and educates Manitobans on transportation options that enhance quality of life and promote age-friendly communities. Programs include:

- The Changing Seats presentation highlights that self aware older drivers can assess their capacity to drive. It addresses the challenges faced by older adults when making the decision to transition away from driving, adaptations that can be made to continue driving and the options that are available to seniors when they are no longer able to drive.
- The Getting Around: Taxi Usage Guide for Older Adults is available on request.
- Information on local volunteer driving programs is provided.
- Transit information and orientation programs are provided (ex. Park and Ride.)
- A website search tool is provided for senior transportation options in rural Manitoba.
- Information is also available on Rural Handi-van program meetings and resources for seniors, families and others.

For more information, contact:

TONS
P.O. Box 68030 RPO Osborne Village
Winnipeg, MB R3L 2V9
Phone: 204-799-1788
Email: info@tonsmb.org
Website: www.tonsmb.org

1.1 Senior Centres

MANITOBA ASSOCIATION OF SENIOR CENTRES (MASC)

MASC is the tie that binds together senior centres across Manitoba. MASC facilitates communication, networking and planning between and among senior centres and raises their profiles. It helps develop senior centres. Collaborating with other senior serving organizations is a high priority.

MASC helps in the planning of a safety program of 13 topics for older adults at the community level called Police Academy: Older Adults Division.

The Intergenerational Manitoba web-site is a central point of contact for information, tools and resources to assist with planning intergenerational programs and initiatives in Manitoba. It includes links to videos, publications and teaching tools. The site also showcases current initiatives in Manitoba and provides an opportunity to connect with others for ideas and information.

For more information, please visit www.intergenerationalmanitoba.ca.

For more information, contact:

Manitoba Association of Senior Centres
19 - 2825 Ness Avenue
Winnipeg, MB R3J 1A9
Phone: 204-792-5838
Email: info@manitobaseniorcentres.com
Website: www.manitobaseniorcentres.com

A & O: SUPPORT SERVICES FOR OLDER ADULTS- SENIOR CENTRE WITHOUT WALLS

This program offers a unique opportunity for Manitobans, 55 years of age and older, to join educational and interactive programs from the comfort of their own homes. The free programs are accessed through a toll free number and are offered during the day and evenings. Program topics include educational presentations, language classes, book clubs, travelogues and support groups.

For more information, contact:

A & O: Support Services for Older Adults Inc.
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Toll Free: 1-888-333-3121
Email: info@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

SENIOR CENTRES BY REGION

Senior centres are community focal points where older people (55+ or retired) come together for services. Programs and activities enhance their dignity, support their independence and encourage their involvement in and with the community. Programs and services may include:

- physical activity opportunities (ex. fitness classes, dancing classes)
- health and wellness programs
- information and referrals

Many communities also have drop-in centres for seniors. They offer a variety of activities and programs. To locate a seniors drop-in centre in your community, contact your local Seniors Community Resource Council (see pages 9 to 16) or your local community centre.

This list of multipurpose senior centres in Manitoba is organized in two ways:

1. The multipurpose senior centres have been grouped together based on the regional health authority (RHA) area that they are located in. For example, the Senior Centre in Steinbach is located in Southern Health/Santé Sud; and is listed under Southern Health/Santé Sud. A map of the regional health authorities can be found on page 7.
2. The centres have also been listed alphabetically according to the town/city they are located in.

INTERLAKE-EASTERN REGIONAL HEALTH AUTHORITY:

Gimli New Horizons 55+ Centre
17 North Colonization Road
Gimli, MB R0C 1B0
Phone: 204-642-7909
Email: gimli55@mymts.net
Website: www.gimlinewhorizons.com

Gordon Howard Senior Centre
384 Eveline Street
Selkirk, MB R1A 1N3
Phone: 204-785-2092
Email: lhanson@gordonhoward.ca

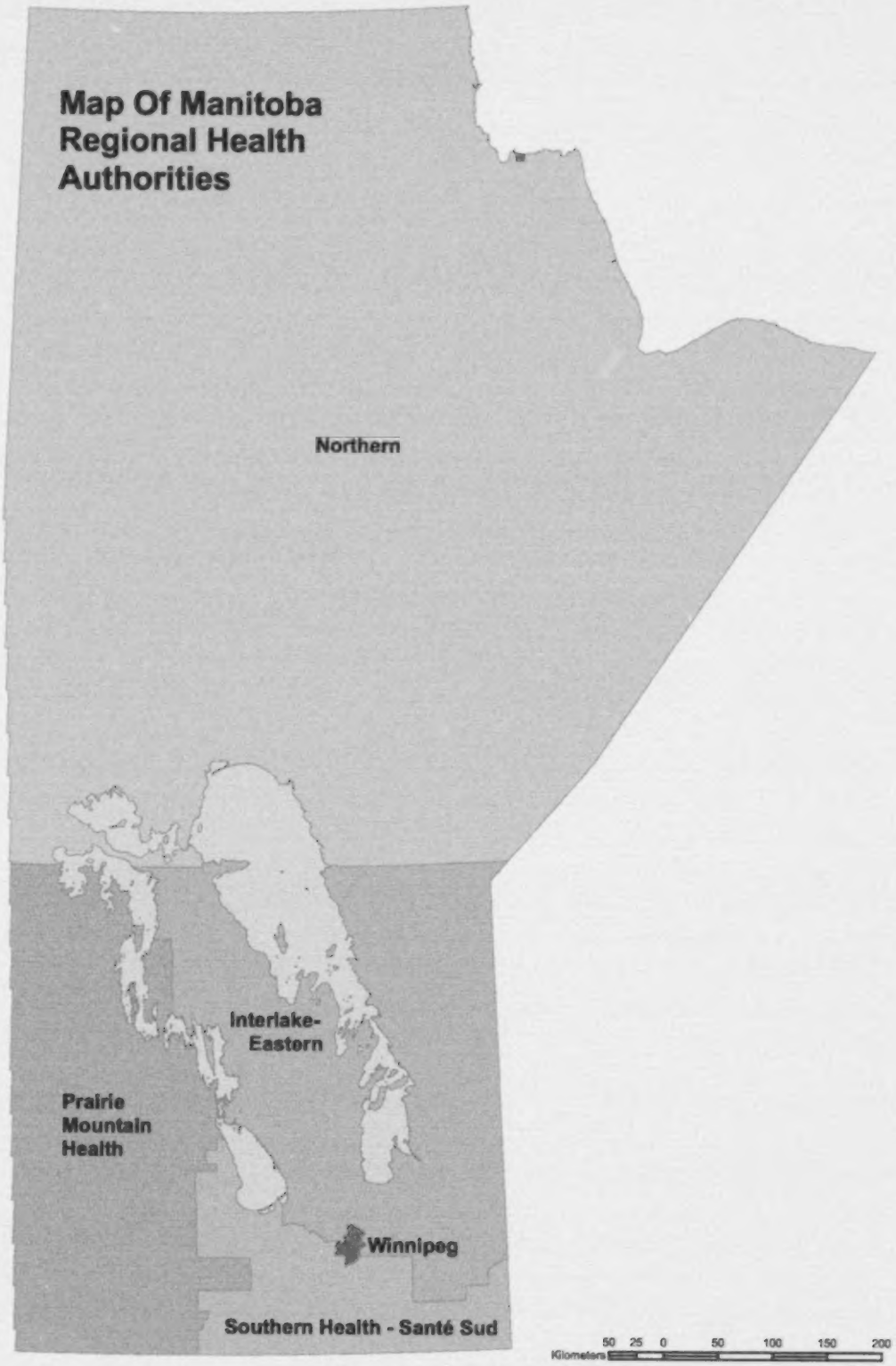
South Interlake 55+
Box 309, 5 Keith Cosens Drive
Stonewall, MB R0C 2Z0
Phone: 204-467-2582
Email: si55plus@mymts.net
Website: www.si55plus.org

PRAIRIE MOUNTAIN HEALTH:

Brandon Seniors for Seniors Co-op
311 Park Avenue East
Brandon, MB R7A 7A4
Phone: 204-571-2050
Email: sfors@westman.wave.ca

Prairie Oasis Senior Centre
241 - 8th Street
Brandon, MB R7A 3X2
Phone: 204-727-6641

Dauphin Multi-Purpose Senior Centre
55 - 1st Avenue South East
Dauphin, MB R7N 2A2
Phone: 204-638-6485
Email: dsc_admin@mymts.net


Map Of Manitoba
Regional Health
Authorities
Northern
Interlake-
Eastern
Prairie
Mountain
Health
Winnipeg
Southern Health - Santé Sud
50 25 0 50 100 150 200
Kilometers

SOUTHERN HEALTH/SANTÉ SUD:

Carman Active Living Centre
Box 2224, 47 Ed Belfour Drive
Carman, MB R0G 0J0
Phone: 204-745-2356
Email: carmanalc@gmail.com
Website: www.carmanalc.com

Morden Friendship Activity Centre
306 North Railway Street
Morden, MB R6M 1S7
Phone: 204-822-3555
Email: mordenseniors@gmail.com
Website: www.mordenseniors.ca

Herman Prior Senior Services Centre
40 Royal Road North
Portage la Prairie, MB R1N 1V1
Phone: 204-857-6951
Email: hp55plus@mymts.net

Pat Porter Active Living Centre (Serving Seniors)
10 Chrysler Gate
Steinbach, MB R5G 2E6
Phone: 204-320-4600
Email: ed@patporteralc.com
Website: www.patporteralc.com

Winkler and District Multi-Purpose Senior Centre
Box 653, 394 - 6th Street
Winkler, MB R6W 4A8
Phone: 204-325-8964
Email: wsc@mymts.net

WINNIPEG REGIONAL HEALTH AUTHORITY:

A & O: Support Services for Older Adults
West End Administrative Office
715 Telfer Street N.
Winnipeg, MB R3G 2Y6
Phone: 204-975-5167
Email: dfrost@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

Barber House Seniors Centre
99 Euclid Avenue
Winnipeg, MB R2W 2W5
Phone: 204-947-0380
Email: barberhouseoffice@gmail.com
Website: www.pointdouglasseniors.org

Brooklands Pioneer Senior Citizens Club
1960 William Avenue W
Winnipeg, MB R2R 0C3
Phone: 204-632-8367
Email: bpscc@mymts.net

Charleswood Senior Centre
5006 Roblin Boulevard
Winnipeg, MB R3R 0G7
Phone: 204-897-5263
Email: info@charleswoodseniorcentre.org
Website: www.charleswoodseniorcentre.org

Good Neighbours Active Living Centre
720 Henderson Highway
Winnipeg, MB R2K 0Z5
Phone: 204-669-1710
Email: admin@gnalc.ca
Website: www.gnalc.ca

Gwen Secter Creative Living Centre
1588 Main Street
Winnipeg, MB R2V 1Y3
Phone: 204-339-1701
Email: gwensecter@shaw.ca
Website: www.gwensecter.com

Pembina Active Living (55+)
RPO Box 34056
Winnipeg, MB R3T 5T5
Phone: 204-930-5290
Email: office@pal55.com
Website: www.pal55plus.com

St. James/Assiniboia 55+ Centre
3-203 Duffield Street
Winnipeg, MB R3J 0H6
Phone: 204-987-8850
Email: sean@stjamescentre.com
Website: www.stjasc.com

Rady Jewish Community Centre (Rady JCC)
B100 - 123 Doncaster Street
Winnipeg, MB R3N 2B3
Phone: 204-477-7510
Email: inquiry@radyjcc.com
Website: www.radyjcc.com

1.2 Seniors Community Resource Councils, by Region

Seniors Community Resource Councils are non-profit community based organizations located throughout Manitoba. They offer a variety of programs within the community that support the independence of older adults (55+) such as:

- seniors congregate meal programs
- seniors transportation programs
- information and referral
- health and wellness programs
- home maintenance programs
- emergency response information kits and emergency response systems

They have been listed by regional health authority areas and alphabetically by communities. For the council nearest you call the Seniors Information Line: 204-945-6565 or toll free 1-800-665-6565.

INTERLAKE EASTERN REGIONAL HEALTH AUTHORITY:

Arborg and District Seniors Resource Council
Box 935
Arborg, MB R0C 0A0
Phone: 204-376-3494
Email: srprogrm@mymts.net

Living Independence For Elders - LIFE
4-61 Main Street
Ashern, MB R0C 0E0
Phone: 204-768-2187
Email: lifeash@mymts.net

Brokenhead Outreach for Seniors
Box 1690, 646 James Avenue
Beausejour, MB R0E 0C0
Phone: 204-268-7300
Email: seniorservices@mymts.net

Eriksdale Community Resource Council
Box 382
Eriksdale, MB R0C 0W0
Phone: 204-739-2697
Email: commresources@eriksdale.com

Fisher Branch Seniors Resource Council
Box 119
Fisher Branch, MB R0C 0Z0
Phone: 204-372-7315
Email: fbsro@mymts.net

Gimli Seniors Resource Council
Box 1928
Gimli, MB R0C 1B0
Phone: 204-642-7297
Email: gsrc@mymts.net

Two Rivers Seniors Resource Council
Box 1030
Lac du Bonnet, MB R0E 1A0
Phone: 204-345-1227
Email: tworiver@granite.mb.ca

Lundar Community Resource Council
Box 430, 35 Main Street
Lundar, MB R0C 1Y0
Phone: 204-762-5378
Email: lcrc@mymts.net

Springfield Services to Seniors
60 024 Hwy. 206
Oakbank, MB R0E 1J1
Phone: 204-853-7582
Email: springfieldseniors@mymts.net

Winnipeg River Senior Services
Box 1109
Pine Falls, MB R0E 1M0
Phone: 204-367-9128
Email: wrss@mymts.net

Riverton Seniors Resource Council
Box 250
Riverton, MB R0C 2R0
Phone: 204-378-3103
Email: bradmel@lakenet.ca

St. Laurent Senior Resource Council
Box 308
St. Laurent, MB R0C 2S0
Phone: 204-646-2504, ext. 4
Email: stlsrc@mymts.net

Gordon Howard Support Services
384 Eveline Street
Selkirk, MB R1A 1N3
Phone: 204-785-2737
Email: hbrosowsky@gordonhoward.ca

South Interlake Seniors Resource Council
Box 36, 5 Keith Cosens Drive
Stonewall, MB R0C 2Z0
Phone: 204-467-2719
Email: sisrc@shaw.ca

Teulon and District Seniors Resource Council
Box 418
Teulon, MB R0C 3B0
Phone: 204-886-2570
Email: tdsrc@mymts.net

East Beach Resource Centre
Box 2
Traverse Bay, MB R0E 2A0
Phone: 204-756-6471
Email: ebhelpc@mymts.net

Two Rivers Seniors Resource Council
Box 160
Whitemouth, MB R0E 2G0
Phone: 204-348-4610
Email: wmrivers@mymts.net

NORTHERN HEALTH REGION:

Thompson Seniors Resource Council
867 Thompson Drive S
Thompson, MB R8N 1Z4
Phone: 204-778-1597
Email: pantila@brha.mb.ca

PRAIRIE MOUNTAIN HEALTH:

Seniors Independent Services
Box 97
Baldur, MB R0K 0B0
Phone: 204-825-8372
Email: baldur.belmontseniors@outlook.com

Seniors Independent Services
Box 297
Belmont, MB R0K 0C0
Phone: 204-537-2642
Email: baldur.belmontseniors@outlook.com

Seniors Services of Banner County
Box 131
Binscarth, MB R0J 0G0
Phone: 204-532-2134
Email: valjferguson@hotmail.com

Valley Recreation
Box 238
Birtle, MB R0M 0C0
Phone: 204-834-3936

Senior Services of Turtle Mountain Area
Box 962
Boissevain, MB R0K 0E0
Phone: 204-534-6816
Email: sstma@mymts.net

Prairie Oasis Senior Centre
241 – 8th Street
Brandon, MB R7A 3X2
Phone: 204-727-6641
Email: brandonprairieoasis@hotmail.com

Brandon Seniors for Seniors Co-op
311 Park Avenue East
Brandon, MB R7A 7A4
Phone: 204-571-2050
Email: sfors@wcgwave.ca

Carberry Plains Services for Seniors
Box 597
Carberry, MB R0K 0H0
Phone: 204-834-6613
Email: servsen@mymts.net

Senior Services for Cartwright, Mather and RM of Roblin
Box 275
Cartwright, MB R0K 0L0
Phone: 204-529-2590
Email: sscmr@cartwrightroblin.ca

Dauphin Multi-Purpose Senior Centre
55 - 1st Avenue South East
Dauphin, MB R7N 2A2
Phone: 204-638-6485
Email: dsc_admin@mymts.net

Seniors Access to Independent Living (SAIL)
Box 70
Elkhorn, MB R0M 0N0
Phone: 204-845-2011
Email: elksail@mymts.net

Services to Seniors Serving Erickson, Onanole, Sandy Lake and Area
Box 97
Erickson, MB R0J 0P0
Phone: 204-636-7895
Email: areas@mymts.net

Support Services to Seniors Foxwarren
Box 212
Foxwarren, MB R0J 0R0
Phone: 204-847-2080

Gilbert Plains and District Community Resource Council
Box 567
Gilbert Plains, MB R0L 0X0
Phone: 204-548-4131
Email: gpdcrc@mymts.net

Seniors Independent Services
Box 639
Glenboro, MB R0K 0X0
Phone: 204-827-2703
Email: sis@glenboro.com

Helping Hands for Glenella District
Box 15
Glenella, MB R0J 0V0
Phone: 204-352-4281

Grandview and District Community Resource Council
Box 235
Grandview, MB R0L 0Y0
Phone: 204-546-2085
Email: gvdrc@mymts.net
Website:
www.grandviewseniorsresource.ca

Hamiota Seniors Council
Box 177
Hamiota, MB R0M 0T0
Phone: 204-764-2658
Email: 7642658@mymts.net

Seniors Organized Services of Souris Valley
Box 428
Hartney, MB R0M 0X0
Phone: 204-858-2597
Email: hartneysos@yahoo.ca

MILES for Seniors
Box 40
Holland, MB R0G 0X0
Phone: 204-526-2249
Email: miles@rmofvictoria.com

Woodworth Seniors Services
Box 64
Kenton, MB R0M 0Z0
Phone: 204-838-2169
Email: wss@inetlinkwireless.ca

Killarney Area Services to Seniors
Box 838
Killarney, MB R0K 1L0
Phone: 204-523-7115
Email: wanderson@killarney.ca

McCreary/Alonsa Support Services to Seniors
Box 521
McCreary, MB R0J 1B0
Phone: 204-835-2782
Email: mssts@mymts.net

Senior Services of Antler River
Box 413
Melita, MB R0M 1L0
Phone: 204-522-8466
Email: ser2sen@yahoo.com

Miniota Municipal Services to Seniors
Box 25
Miniota, MB R0M 1M0
Phone: 204-567-3625
Email: mmss1@mymts.net

Minnedosa and District Services to Seniors
Box 1844
Minnedosa, MB R0J 1E0
Phone: 204-867-5190
Email: seniors@mymts.net

HAND – Neepawa and District
Box 1852
Neepawa, MB R0J 1H0
Phone: 204-476-2009
Email: handsup@mymts.net

Seniors Access to Independent Living (SAIL)
Box 156
Oak Lake, MB R0M 1P0
Phone: 204-855-3150
Email: oaksail@mymts.net

Senior Services of Antler River
Box 96
Pierson, MB R0M 1S0
Phone: 204-634-2332
Email: ser2sen@yahoo.com

Senior Services of Rivers - Rapid City and District
Box 215
Rapid City, MB R0K 1W0
Phone: 204-826-2732

Seniors Helping Hands of Alstone
Bcx 384
Reston, MB R0M 1X0
Phone: 204-877-3920

Senior Services of Rivers - Rapid City and District
Box 809
Rivers, MB R0K 1X0
Phone: 204-764-0440

Roblin and District Community Help Centre
Box 1417
Roblin, MB R0L 1P0
Phone: 204-937-8276
Email: rdchc@mymts.net

Lawrence Resource Council
Box 144
Rorketon, MB R0L 1R0
Phone: 204-732-2862
Email: lrcrorketon@gmail.com

Rossburn Community Resource Council
Box 418
Rossburn, MB R0J 1V0
Phone: 204-859-3386
Email: rosscomm@mymts.net

Seniors Services of Banner County
Box 1073
Russell, MB R0J 1W0
Phone: 204-773-2316
Email: rslsrser@mymts.net

Senior Services of Prairie – Parkland
Box 543
Shoal Lake, MB R0J 1Z0
Phone: 204-759-2195
Email: sspp1@mymts.net

Souris Seniors Organized Services of Souris Valley
Box 1245
Souris, MB R0K 2C0
Phone: 204-483-3106
Email: souris_sos@live.ca

St. Lazare-Ellice Services for Seniors
Box 85
St. Lazare, MB R0M 1YO
Phone: 204-683-2524
Email: clubfortellice@mymts.net

Ste. Rose and District Community Resource Council
Box 808
Ste. Rose du Lac, MB R0L 1S0
Phone: 204-447-2478
Email: srrescu@mymts.net

Senior Services of Prairie Parkland
Box 303
Strathclair, MB R0J 2C0
Phone: 204-365-2012
Email: sspp2@mymts.net

Swan River and District Community Resource Council
Box 2641
Swan River, MB R0L 1Z0
Phone: 204-734-5707
Email: swandcrc@mymts.net

Seniors Access to Independent Living (SAIL)
Box 1984
Virden, MB R0M 2C0
Phone: 204-748-2323
Email: virdensail@mymts.net

Seniors Outreach Services of Bren-Win
Box 104
Waskada, MB R0M 2E0
Phone: 204-673-2534
Email: soswask@mymts.net

Seniors Independent Services (SIS)
Box 413, 112 4th Street
Wawanesa, MB R0K 2G0
Phone: 204-824-2369
Email: siswawanesa@gmail.com

SOUTHERN HEALTH/SANTÉ SUD:

Rhineland C.A.R.E.
Box 670
Altona, MB R0G 0B0
Phone: 204-324-1528
Email: ann_nikkel@hotmail.com

Carman Community Seniors Resource Council
Box 2142
Carman, MB R0G 0J0
Phone: 204-745-6611
Email: carmanseniors@mymts.net
Website: www.carmanalc.com

Franklin Senior Services
Box 222
Dominion City, MB R0A 0H0
Phone: 204-427-2869
Email: waltersb@mymts.net

Cartier Senior Citizens Support
Box 215
Elie, MB R0H 0H0
Phone: 204-353-2470
Email: cscsc@mymts.net

Gladstone Area Seniors Support Program
Box 757
Gladstone, MB R0J 0T0
Phone: 204-385-3026
Email: gassp@mymts.net

Headingley Seniors' Services
5353 Portage Avenue
Headingley, MB R4H 1J9
Phone: 204-889-3132 ext. 3
Email: hdlyseniorservices@mymts.net

Services Rivière Seine Pour Aîné(e)s/ Seine River Services for Seniors
Box 590
La Broquerie, MB R0A 0W0
Phone: 204-424-5285
Email: labseinerss@gmail.com

MacGregor-Austin Senior Support Program
Box 717
MacGregor, MB R0H 0R0
Phone: 204-685-2083
Email: macss@mymts.net

Pembina Community Resource Council
Box 129
Manitou, MB R0G 1G0
Phone: 204-242-2744
Email: pcrc@mymts.net

Morden Services for Seniors
306 North Railway Street
Morden, MB R6M 1S7
Phone: 204-822-5663
Email: sfs2@mymts.net

Morris Area Senior Services
Box 997
Morris, MB R0G 1K0
Phone: 204-746-6336
Email: mass@mymts.net

Niverville Senior Services
Box 14
Niverville, MB R0A 1E0
Phone: 204-388-9945
Email:
nivervilleservicestoseniors@hotmail.com

Ensemble Chez Soi
Box 336
55 rue Rodgers
Notre Dame de Lourdes, MB R0G 1M0
Phone: 204-248-7291
Email: ensemble@mymts.net

Louise Community Support Services
Box 232
Pilot Mound, MB R0G 1P0
Phone: 204-825-2443
Email: louisecs@mymts.net

Plumas Senior Support Services
Box 233
Plumas, MB R0J 1P0
Phone: 204-386-2029
Email: ssplumas@mymts.net

Portage Service for Seniors
165 Saskatchewan Avenue East
Portage la Prairie, MB R1N 0L7
Phone: 204-239-6312 or 204-239-1453
Email: psfsed@shaw.ca

Richot Senior Services
457 Main Street
St. Adolphe, MB R5A 1A4
Phone: 204-883-2880
Email: laurden@mymts.net

Services aux Ainés Montcalm
Box 160
St. Jean Baptiste, MB R0G 2B0
Phone: 204-758-3031

RM of De Salaberry Services to Seniors
Box 187
St. Malo, MB R0A 1T0
Phone: 204-347-5652
Email: crem@mymts.net

Senior Service pour Aîné(e)s
Box 252
St. Pierre-Jolys, MB R0A 1V0
Phone: 204-433-3276
Email: smusick@mymts.net

LGD of Piney Community Resource Council
Box 24
South Junction, MB R0A 1Y0
Phone: 204-437-2604
Email: lgdseniors@gmail.com

Macdonald Services to Seniors
Box 283
Starbuck, MB R0G 2P0
Phone: 204-735-3052
Email: mssi@mymts.net

Serving Seniors
Pat Porter Active Living Centre
10 Chrysler Gate
Steinbach, MB R5G 2E6
Phone: 204-320-4604
Email: crc@patporteralc.com
Website: www.patporteralc.com

Lorne Community Support Services
Box 40
Swan Lake, MB R0G 2S0
Phone: 204-836-2585

Vita and District Resource Council
12 - 132 Drull Avenue
Vita, MB R0A 2K0
Phone: 204-425-3701
Email: vdrc@mymts.net

Winkler Services to Seniors
Box 653, 262 Main Street
Winkler, MB R6W 4A8
Phone: 204-325-8964
Email: wsc@mymts.net

WINNIPEG REGIONAL HEALTH AUTHORITY:

Boni-Vital Council for Seniors
1188 Dakota Street
Winnipeg, MB R2N 3H4
Phone: 204-255-2061
Email: bvcsenrs@mymts.net

Broadway Seniors Resource Council
319 - 691 Wolseley Avenue
Winnipeg, MB R3G 1C3
Phone: 204-772-3533
Email: bway@mymts.net

Community Services Program
280 Balderstone Road
West St. Paul, MB R4A 4A6
Phone: 204-336-4126
Email: bev@middlechurchhome.mb.ca

Conseil des francophones 55+
400, rue Des Meurons, bureau 107
Winnipeg, MB R2H 3H3
Phone: 204-793-1054
Email: conseil55@fafm.mb.ca

Downtown Seniors Resource Council of Winnipeg
640 Main Street
Winnipeg, MB R2B 4L8
Phone: 204-803-8329
Email: downtown@ageopportunity.mb.ca

Fort Garry Seniors Resource Council
800 Point Road, Lower Level
Winnipeg, MB R3T 3L8
Phone: 204-792-1913
Email: fgsrc@swfic.org

Keewatin/Inkster Neighbourhood Resource Council for Seniors
1490 Burrows Avenue
Winnipeg, MB R2X 0S8
Phone: 204-774-3085
Email: kinrc@mymts.net

North Point Douglas Seniors Association
Barber House Seniors Centre
99 Euclid Avenue
Winnipeg, MB R2W 2W5
Phone: 204-947-0380
Website: www.pointdouglasseniors.org

Point Douglas Seniors Coalition
For updated contact information, please call the Seniors Information Line at 204-945-6565 in **Winnipeg**; or toll free 1-800-665-6565.

River East Council for Seniors
720 Henderson Highway
Winnipeg, MB R2K 0Z5
Phone: 204-667-6812
Email: recs@mymts.net

Seven Oaks Seniors' Links
1588 Main Street
Winnipeg, MB R2V 1Y3
Phone: 204-612-3888
Email: sosl@mymts.net

South Winnipeg Seniors Resource Council
Room 117 - 1 Morley Avenue
Winnipeg, MB R3L 2P4
Phone: 204-478-6169
Email: swsrc@mymts.net

St. James/Assiniboia 55+ Centre
3 - 203 Duffield Street
Winnipeg, MB R3J 0H6
Phone: 204-987-8850 ext.108
Email: aaspence@stjasc.mb.ca

Transcona Council for Seniors
845 Regent Avenue West
Winnipeg, MB R2C 3A9
Phone: 204-222-9879
Email: tcs@mts.net

1.3 Aboriginal Seniors

ABORIGINAL SENIORS RESOURCE CENTRE OF WINNIPEG

45 Robinson Street
Winnipeg, MB R2W 5H5
Phone: 204-586-4595
Email: thelma@asrcwpg.ca

EYAA-KEEN HEALING CENTRE

Eyaa-Keen Healing Centre provides a unique form of Aboriginal traditional based trauma treatment and psychological rehabilitation. They help people start living fully alive, thriving and making good decisions in their own lives. Programs and services are designed to improve the well-being of Aboriginal people by addressing issues and strengthening their abilities to lead their own lives in a good way.

For more information, contact:
Eyaa-Keen Healing Centre Inc.
547 Notre Dame Avenue
Winnipeg, MB R3B 1S2
Phone: 204-783-2976
Toll Free: 1-877-423-4648
Email: website@eyaa-keen.org
Website: www.eyaa-keen.org

TURTLE LODGE

The Turtle Lodge offers children, youth, adults and elders the opportunity to come together in a sacred environment for: traditional teachings, ceremony, healing, and the sharing of indigenous perspectives on how to have a good and peaceful life.

For more information, contact:
Turtle Lodge
Sagkeeng First Nation
PO Box 1267
Pine Falls, MB R0E 1M0
Email: turtlelodge@mts.net
Website: www.turtlelodge.org

There are several aboriginal organizations such as Friendship Centres across Manitoba that offer programs and support services for Aboriginal Seniors. For more information, contact the Manitoba Association of Friendship Centres at 204-942-6299 or www.mac.mb.ca.

1.4 Francophone Seniors

BILINGUAL SERVICE CENTRES

Bilingual Service Centres offer seniors a range of information and services on :

- healthcare
- pensions
- RRSP/RRIF planning
- retirement planning
- vacation planning
- power of attorney and wills
- personal safety
- veterans services

For more information, contact or visit a centre nearest you:
Toll Free: 1-866-267-6114
Email: csbsc@gov.mb.ca
Website: www.csbsc.mb.ca

Bilingual Service Centre-St. Boniface
100-614 Des Meurons Street
St. Boniface, MB R2H 2P9
Phone: 204-945-6220

Bilingual Service Centre-St. Vital
1005 St Mary's Road
Winnipeg, MB R2M 3S4
Phone: 204-945-0600

Bilingual Service Centre-St. Pierre-Jolys
Box 98, 427 Sabourin Street
St. Pierre-Jolys, MB R0A 1V0
Phone: 204-433-3340

Bilingual Service Centre-Notre-Dame-de-Lourdes
51-55 Rogers Street
Notre Dame de Lourdes, MB R0G 1M0
Phone: 204-248-7270

Bilingual Service Centre-St. Laurent
Box 215
St. Laurent, MB R0C 2S0
Phone: 204-646-4095

CONSEIL DES FRANCOPHONES 55+

Le Conseil des francophones 55+ is a community based non-profit organization. Its mandate is to ensure the accessibility and availability of French language services and support programs for the French speaking population 55 years and up, who live in Winnipeg.

For more information, contact:
Conseil des francophones 55+
400, rue Des Meurons, bureau 107
Winnipeg, MB R2H 3H3
Phone: 204-793-1054
Email: Conseil55@fafm.mb.ca
Website: www.fafm.mb.ca

LA FÉDÉRATION DES AÎNÉS FRANCO-MANITOBAINS (FAFM)

FAFM represents and protects the interests of francophones aged 55 years and over while contributing to the development of the community. Primary actions are lobbying, communication, promotion and community development.

For more information, contact:
La fédération des aînés franco-manitobains
201-605 rue Des Meurons
St. Boniface, MB R2H 2R1
Phone: 204-235-0670
Toll Free: 1-855-235-0670
Email: info@fafm.mb.ca
Website: www.fafm.mb.ca

PLURI-ELLES (MANITOBA)

Pluri-elles (Manitoba) offers the following services at no cost to francophones living in Manitoba:

- individual and group counseling
- personal development workshops
- seniors' computer courses
- literacy programs
- job reintegration program/job research

For more information, contact:
Pluri-elles (Manitoba) Inc.
570 Des Meurons Street
Winnipeg, MB R2H 2P8
Phone: 204-233-1735 ext. 203
Toll Free: 1-800-207-5874
Email: pluridg@pluri-elles.mb.ca

1.5 Multicultural/Ethnic Seniors

There are several multicultural/ethnic seniors groups located throughout Manitoba. For more information, contact your local multicultural community centre or the Multiculturalism Secretariat at 204-945-5632; or email multisec@gov.mb.ca.

1.6

Newcomer Seniors

A & O: SUPPORT SERVICES FOR OLDER ADULTS-ENTRY PROGRAM FOR OLDER ADULT IMMIGRANTS

The ENTRY program is a 10 week program, held twice a week for newcomers who are 55+ and have not previously attended the program. The program offers settlement and orientation sessions on topics such as healthy living, the law and getting around places in the community.

After completing the program, participants are encouraged to join in English Conversation Circles to continue practising their communication skills and discussing topics of interest with their peers.

For more information, contact:
A & O: Support Services for Older Adults Inc.
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Toll Free: 1-888-333-3121
Website: http://eal.ageopportunity.mb.ca

IMMIGRANT CENTRE MANITOBA

The Immigrant Centre of Manitoba is a service agency providing a comprehensive range of settlement services, including:

- settlement services
- employment services
- access english centre
- outreach services
- nutrition services
- volunteer services
- citizenship classes
- language bank (see page 19)
- notary public services

For more information, contact:
Immigrant Centre Manitoba
100 Adelaide Street
Winnipeg, MB R3A 0W2
Phone: 204-943-9158
Website: www.icmanitoba.com

JEWISH CHILD AND FAMILY SERVICES (JCFS)

JCFS provides Jewish newcomers over the age of 65 with social and integration services including English as an Alternate Language classes, cultural programming to encourage socializing and becoming familiar with the Jewish community. For more information, see page 87.

LANGUAGE BANK

The Immigrant Centre of Manitoba/ International Centre offers a language bank that provides interpreters 24 hours a day in over 80 languages and dialects. After regular office hours this is on an emergency basis only. Translators are also provided to verify or complete translations. Service is provided for the police, hospitals, courts and other social agencies as well as for the general public. For more information, contact the Immigrant Centre of Manitoba (see page 19).

LIVING IN MANITOBA: A RESOURCE GUIDE FOR IMMIGRANT WOMEN

A guide to help immigrant women who are new to Manitoba navigate resources and services in our province. It takes into account the unique settlement experiences of immigrant women and offers advice on cultural practices, housing, child care, and legal rights and protections. Printed copies are available only in French by calling the Manitoba Status of Women at 204-945-6281 or toll free at 1-800-263-0234 or visit www.gov.mb.ca/msw/publications/immigrant_guide.pdf.

MANITOBA INTERFAITH IMMIGRATION COUNCIL

The Manitoba Interfaith Immigration Council provides the following services to refugee newcomers (government assisted, privately sponsored refugees, and refugee claimants):

- reception and temporary accommodation
- settlement and orientation
- sponsorship services
- inland refugee claim assistance
- support programs through the volunteer department

For more information, contact:

Manitoba Interfaith Immigration Council
Welcome Place
521 Bannatyne Avenue
Winnipeg, MB R3A 0E4
Phone: 204-977-1000
Email: barbf@miic.ca
Website: www.miic.ca

SOCIETY FOR MANITOBANS WITH DISABILITIES (SMD)

The SMD ethnocultural program is designed to help people with disabilities for whom English is an additional language and/or where there is a problem communicating in English. Staff provide cultural interpretation services in over 25 languages and link clients to appropriate services, helping individuals to understand the systems of support that are available to them.

For more information, contact:

Society for Manitobans with Disabilities
825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: 204-975-3121
Email: trobertson@smd.mb.ca
Website: www.smd.mb.ca/smd-services/ethno-cultural-services

1.7
Veterans

BUREAU OF PENSIONS ADVOCATES

The Bureau of Pensions Advocates is an independent federal division of Veterans Affairs Canada. It has qualified lawyers and represents veterans, peacetime military servicemen and/or women, RCMP officers and their widows at appeal board hearings under the *Pension Act* and the *RCMP Superannuation Act*.

For more information, contact:

Bureau of Pensions Advocates
Box 6050
610 - 234 Donald Street
Winnipeg, MB R3C 4G5
Phone: 204-983-5598
Toll Free: 1-877-228-2250

OPERATIONAL STRESS INJURY SOCIAL SUPPORT (OSISS)

Operational Stress Injury Social Support offers community resource information and referral, education, and peer support to military members, veterans and their families who have been impacted by an operational stress injury (OSI) as a result of operational duties.

For more information, contact:

Veterans Affairs Canada-OSI Clinic
Deer Lodge Hospital
2109 Portage Avenue
Winnipeg, MB R3J 0L3
Family members: 204-831-3444
Website: www.osiss.ca

Canadian Forces Base Shilo
Building L 102, Room 252
PO Box 5000 Stn. Main
Shilo, MB R0K 2A0
Family members: 204-765-3000 ext. 4031

ROYAL CANADIAN NAVAL BENEVOLENT FUND (RCNBF)

The RCNBF helps relieve distress and promote the well-being of members and former members of the Naval Forces of Canada and their dependents. The fund provides interest-free loans or grants to veterans and ex-service personnel and/or their spouses. The loans are for such expenses as food, clothing, home repairs, funeral costs, medical, dental, optical, surgical and prosthetic services. One-time scholarships and bursaries of $2,000 to children and grandchildren of eligible members may also be provided.

For more information, contact:

Royal Canadian Naval Benevolent Fund
Box 505, Station B
Ottawa, ON K1P 5P6
Phone: 613-996-5087
Toll Free: 1-888-557-8777
Email: rcnbf@sympatico.ca
Website: www.rcnbf.ca

VETERANS AFFAIRS CANADA (VAC)

VAC offers a wide range of services and benefits to meet the changing needs of qualified veterans; Canadian Forces members, serving and discharged members of the RCMP; and certain civilians and their families. Some of the programs and services include:

- health care benefits
- career change assistance
- mental health services
- group health insurance
- financial benefits
- funeral assistance
- disability pension
- Veterans Independence Program (see page 21)
- War Veterans Allowance

For more information, contact:

Veterans Affairs Canada
P.O. Box 6050
610 - 234 Donald Street
Winnipeg, MB R3C 4G5
Toll Free: 1-866-522-2122 (English)
1-866-522-2022 (French)
Website: www.veterans.gc.ca

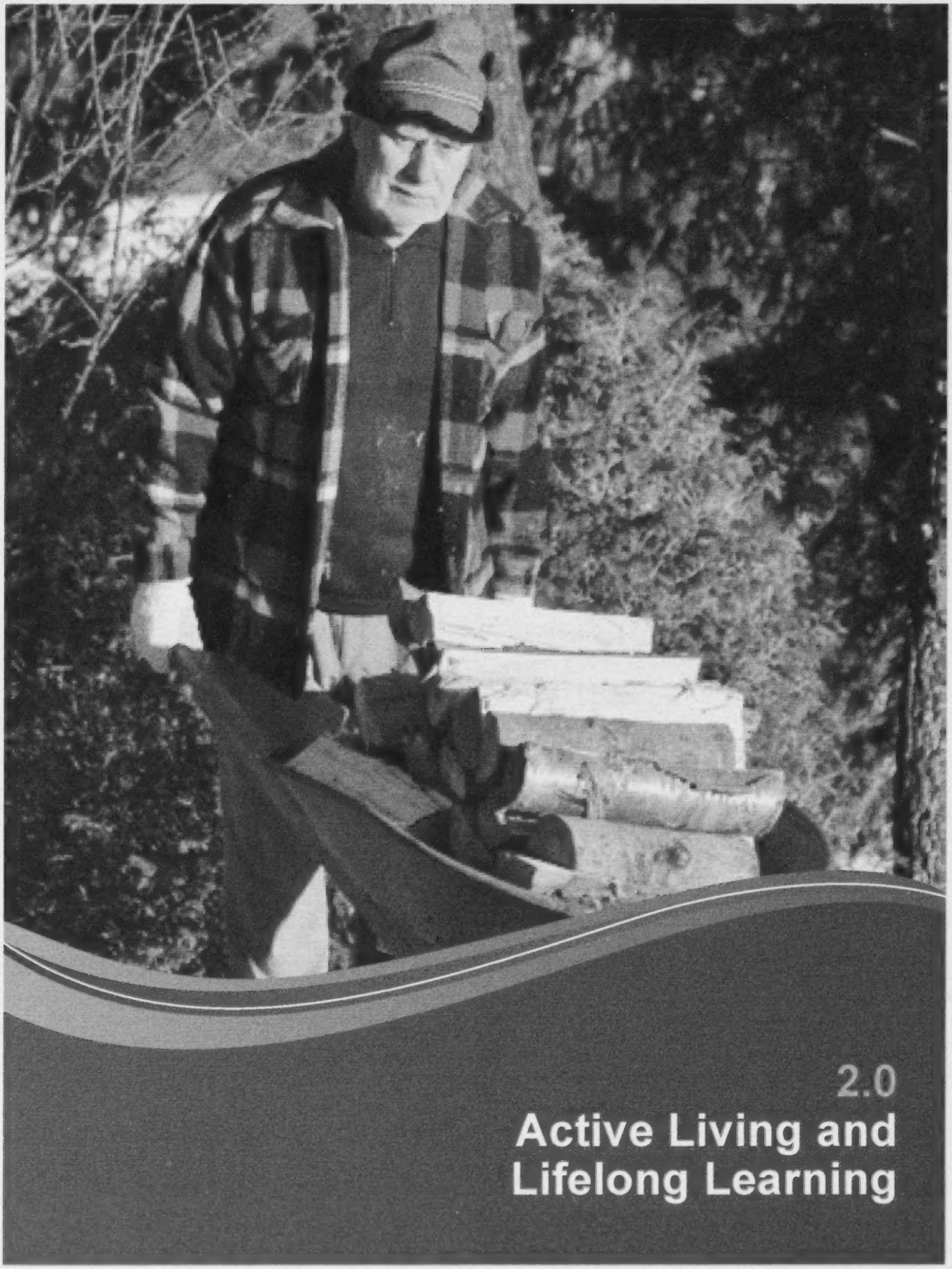
VETERANS INDEPENDENCE PROGRAM (VIP)

VIP is a national home care program offered by Veterans Affairs Canada, that helps eligible veterans to remain healthy and independent in their own homes or communities. The program offers a variety of services to eligible clients based on individual circumstances and health needs, including:

- grounds maintenance
- housekeeping
- personal care
- home adaptations
- access to nutrition
- health and support services
- ambulatory health care
- intermediate care services
- social transportation

For more information, including information on eligibility contact Veterans Affairs Canada (see page 21).

Notes



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ACTIVE LIVING COALITION FOR OLDER ADULTS - MB

For more information on the Active Living Coalition for Older Adults - MB see page 3.

MANITOBA *IN MOTION*

In motion is a provincial strategy to help all Manitobans make physical activity part of their daily lives for health and enjoyment. Tools and resources are available to help individuals and community organizations plan ways to get in motion.

To find out if your community is a Community ***in motion*** and who to contact, or to get more information about physical activity, contact:

Health, Healthy Living and Seniors
Manitoba *in motion*
Phone: 204-945-3648
Toll Free: 1-866-788-3648
Website: www.manitobainmotion.ca

RECREATION AND REGIONAL SERVICES BRANCH

The Manitoba Children and Youth Opportunities, Recreation and Regional Services Branch supports and strengthens the recreation deliver system at the local, regional and provincial levels to improve individual and community well-being through a decentralized service network. The branch offers advice, assistance and information about recreation funding, programs, planning and how to better meet the recreation needs of Manitoba communities.

For more information, contact the office nearest you:

Recreation and Regional Services
Branch-Provincial Office
310-800 Portage Avenue
Winnipeg, MB R3G 0N4
Phone: 204-945-3766
Email: rrs@gov.mb.ca
Website: www.gov.mb.ca/cyo/recreation

Regional Offices:

- **Beausejour** 204-268-6018; or 1-800-665-6107
- **Brandon** 204-726-6066; or 1-800-259-6592
- **Dauphin** 204-622-2022
- **Gimli** 204-642-6006; or 1-866-259-5748
- **Morden** 204-822-5418; or 1-866-346-5219
- **The Pas** 204-627-8213
- **Thompson** 204-677-6784

2.2

Active Living and Recreation Centres/ Programs

CITY OF WINNIPEG – LEISURE GUIDE

A variety of recreation services and opportunities are available for older adults throughout the City of Winnipeg from the Community Services Department. To find out what is offered in your area, check your City of Winnipeg Leisure Guide. Copies are available online or at local libraries.

For more information, contact:
City of Winnipeg-Leisure Guide
Phone: 311
Email: 311@winnipeg.ca
Website: www.winnipeg.ca/cms/recreation/leisureguide.stm

GENERAL COUNCIL OF WINNIPEG COMMUNITY CENTRES

Provides a guide to 64 City of Winnipeg community centres. It is a resource for community centre volunteers as well as for the public. You can check for your community centres' location, programming information, upcoming events, rental facilities and more.

For more information, contact:
General Council of Winnipeg Community Centres
265 Osborne Street South
Winnipeg, MB R3L 1Z7
Phone: 204-475-5008
Website: www.gcwcc.mb.ca/about.cfm

MANITOBA 55 PLUS GAMES

The Manitoba 55 Plus Games provides an opportunity for older adults from across the province to participate in age-friendly events and activities, which connect them with friends, neighbours and their community. The 55 Plus Games, hosted each year by a qualifying Manitoba community, encourages older Manitobans to remain active physically, mentally and socially.

For more information, contact:
Active Living Coalition for Older Adults in Manitoba (ALCOA-MB)
Phone: 204-632-3947
Toll Free: 1-866-202-6663
Email: manitoba55plusgames@gmail.ca
Website: www.alcoamb.org

For more information on ALCOA-MB see page 3.

MANITOBA PARKS

Manitoba's parks offer a wide range of services and facilities year-round. No matter what recreational activities you pursue, you are sure to enjoy our spectacular natural environments, unique cultural sites, sandy beaches and clear waters. When you are ready to experience everything under the sun, come to Manitoba provincial parks. Information is available on the website under Fishing and Hunting, Trail Conditions and Advisories, Camping and Accommodations.

For more information, contact:
Manitoba Parks
Public Information and Inquiries
Box 22 - 200 Saulteaux Crescent
Winnipeg, MB R3J 3W3
Phone: 204-945-6784
Toll Free: 1-800-214-6497
Website:
www.gov.mb.ca/conservation/parks/

NATURE MANITOBA

A non-profit organization promoting an appreciation and understanding of nature. Nature Manitoba offers a wide variety of indoor and outdoor programs year round.

For more information, contact:

Nature Manitoba
401 - 63 Albert Street
Winnipeg, MB R3B 1G4
Phone: 204-943-9029
Website: www.naturemanitoba.ca

RADY JEWISH COMMUNITY CENTRE (JCC)

The Rady JCC is a non-profit, multi-service community organization that provides a broad range of programs and services for all age groups and accessible to people of all abilities. Included are fitness, wellness, active living, aquatic, senior and cultural programs. Our Active Living Program for Older Adults provides individuals with the opportunity to participate in a variety of innovative programs developed to meet the diverse interests of active adults. Participation is open to the general community.

For more information, contact:

Rady Jewish Community Centre
Suite B100-123 Doncaster Street
Winnipeg, MB R3N 2B3
Phone: 204-477-7510
Email: inquiry@radyjcc.com
Website: www.radyjcc.com

REH-FIT CENTRE

The Reh-Fit Centre is a non-profit organization working to enhance the health and well-being of its members and the community by providing innovative health and fitness services through assessment, education, and exercise in a supportive environment. Membership is open to the community-at-large.

For more information, contact:

Reh-Fit Centre
1390 Taylor Avenue
Winnipeg, MB R3M 3V8
Phone: 204-488-8023
Email: reh-fit@reh-fit.com
Website: www.reh-fit.com

RURAL AND NORTHERN RECREATION OPPORTUNITIES

Rural and northern recreation directors are employed by local municipalities or governing bodies to provide a wide range of recreation opportunities to people of all ages in their communities or districts. They may also provide information on grants, board development, recreation opportunities, seniors' games and volunteering.

To find out if your community has a recreation director, call your municipal office or Manitoba Children and Youth Opportunities, Recreation and Regional Services Regional Office near you (see page 25).

SENIOR CENTRES

Most senior centres offer fitness programs and active living opportunities for individuals 55+ or retired. See pages 5 - 9 to find a senior centre near you.

UNIVERSITY OF MANITOBA– AGING ACTIVELY PROGRAMS

The University of Manitoba's Bison Recreation Services offers specially designed programs for participants 55+. They include: resistance training, aqua fitness, walking, personal training and fitness testing. Senior and Senior Spouse membership rates are available which allow members access to all facilities and activities including free fitness classes. Programs are offered at Frank Kennedy or Joe Doupe.

For more information, contact:

Bison Recreation Services – Frank Kennedy
145 Frank Kennedy Centre
University of Manitoba
Winnipeg, MB R3T 2N2
Phone: 204-474-6100
Email: rec_services@umanitoba.ca
Website: www.recreationservices.ca

Bison Recreation Services–Joe Doupe
030 Brodie Centre
727 McDermot Avenue
University of Manitoba
Winnipeg, MB R3E 3P5
Phone: 204-789-3858

UNIVERSITY OF WINNIPEG-55 PLUS PROGRAM

The University of Winnipeg offers exercise courses for individuals 55 +. The courses are intended to increase participants' strength, flexibility, and balance. They help mobility, maintain or improve the participants' ability to perform activities of daily living such as climbing stairs and doing errands.

For more information, contact:

University of Winnipeg-Duckworth Centre
400 Spence Street
Winnipeg, MB R3B 2E9
Phone: 204-786-9349
Email: duckworth@uwinnipeg.ca
Website:
www.uwinnipeg.ca/index/wesmen-members

WELLNESS INSTITUTE

The Wellness Institute at the Seven Oaks General Hospital is a fully accessible medical fitness facility for adults of all abilities. Programs include rehabilitation and disease management, health education, fitness and social wellness activities. A Selected Times membership, allowing day time access, is available at a substantial discount.

For more information, contact:

Wellness Institute
Seven Oaks General Hospital
1075 Leila Avenue
Winnipeg, MB R2P 2W7
Phone: 204-632-3900
Email: info@wellnessinstitute.ca
Website: www.wellnessinstitute.ca

YMCA-YWCA

The YMCA-YWCA has a variety of special programs available such as seniors' groups.

For more information, contact the location nearest you:
Email: info@ymcaywca.mb.ca
Website: www.ywinnipeg.ca

YMCA-YWCA Locations:

Downtown
301 Vaughan Street
Winnipeg, MB R3B 2N7
Phone: 204-947-3044

Elmwood-Kildonan
454 Kimberley Avenue
Winnipeg, MB R2K 0X8
Phone: 204-668-8140

South Winnipeg
5 Fermor Avenue
Winnipeg, MB R2M 0Y1
Phone: 204-233-3476

West Portage
3550 Portage Avenue
Winnipeg, MB R3K 0Z8
Phone 204-889-8052

Brandon YMCA
231 - 8th Street
Brandon, MB R7A 3X2
Phone: 204-727-5456
Email: ywca2@westman.wave.ca
Website: www.ymcabrandon.com

Brandon YWCA
148 - 11th Street
Brandon, MB R7A 4J4
Phone: 204-571-3680

Y WOMEN

Y Women is a program designed for women aged 55-plus years who may be feeling alone and out of touch. Through friendly, supportive meetings, held every second Thursday afternoon, members can hear speakers and enjoy crafts and tours. Meetings are held at the downtown branch, 301 Vaughan Street. Women do not need to be members of a health and fitness branch to join.

For more information, contact:
Y Women
301 Vaughan Street
Winnipeg, MB R3B 2N7
Phone: 204-989-5863
Email: bsawatzky@ymcaywca.mb.ca

2.3 Fishing and Hunting

FISHING LICENCES-MANITOBA CONSERVATION AND WATER STEWARDSHIP

Manitoba residents ages 65 + are able to obtain free conservation fishing licence.

For more information, contact:
Manitoba Water Stewardship–Fisheries Branch
Box 20 - 200 Saulteaux Crescent
Winnipeg, MB R3J 3W3
Phone: 204-945-6640
Email: fish@gov.mb.ca
Website: www.gov.mb.ca/waterstewardship

MANITOBA HUNTING LICENCES

Manitoba Residents who are 65 years of age or older do not require a provincial Game Bird Licence if they carry proof of age and residency while hunting. Older Manitobans are required to purchase appropriate licences to hunt wild turkey or big game and a Canada Migratory Game Bird Permit and Wildlife Habitat Conservation Stamp to hunt waterfowl, cranes, snipe or coots. Effective January 1, 2012 to buy any licence, all hunters, regardless of residency or age, must have one of the following:

- a valid certificate or card that certifies completion of the Manitoba Hunter Education Course or the previous Hunter and Firearm Safety Training Course
- a valid equivalent Hunter Education certificate or card from any other province, territory or country
- a valid certificate issued to a person who makes a written declaration that he or she has lawfully held a hunting licence in Manitoba or in another province, territory or country before January 1, 1975

Special permits are also available for hunters with disabilities.

For more information, contact:
Manitoba Conservation and Water Stewardship
Wildlife Branch
Box 24, 200 Saulteaux Crescent
Winnipeg, MB R3J 3W3
Phone: 204-945-7775
Toll Free: 1-800-214-6497
Website: www.gov.mb.ca/conservation/wildlife/hunting/index.html

2.4
Lifelong Learning

CREATIVE RETIREMENT MANITOBA: *THE CENTRE FOR LIFELONG LEARNING* (CRM)

For more information on CRM, see page 4.

UNIVERSITY OF WINNIPEG CONTINUING EDUCATION 55 PLUS PROGRAM

The 55 Plus Program offers non-credit courses at approximately $95 each (depending on length).

For more information, contact:
University of Winnipeg
Professional, Applied and Continuing Education
Buhler Centre
460 Portage Avenue
Winnipeg, MB R3C 0E8
Phone: 204-982-6633
Website: www.pace.uwinnipegcourses.ca/55-plus-program

UNIVERSITY OF MANITOBA-LIFELONG LEARNING

Lifelong Learning at University of Manitoba provides older adults with educational opportunities to expand personal knowledge in a relaxed learning environment.

For more information, contact:
University of Manitoba
Extended Education
188 Extended Education Complex
Winnipeg, MB R3T 2N2
Phone: 204-474-9921
Email: extended@umanitoba.ca
Website: www.umanitoba.ca/extended/life

MANITOBA ADULT LITERACY PROGRAM

The Manitoba government's Adult Learning and Literacy Branch funds and supports 34 agencies throughout the province. It provides tuition free literacy programs for adults to improve their reading, writing and numeracy skills and meet education, employment, training and/or personal goals. A complete list of adult literacy programs can be found on the branch website below.

For more information, contact:
Adult Learning and Literacy
350-800 Portage Ave.
Winnipeg, MB R3G 0N4
Phone: 204-945-8247
Toll Free: 1-800-282-8069 ext. 8247
Email: all@gov.mb.ca
Website: www.gov.mb.ca/all

ADULT LEARNING CENTRES

There are 42 adult learning centres registered in Manitoba under the Manitoba government Adult Learning and Literacy Branch. Adult learning centres provide tuition free high school courses to help adults:

- attain a high school diploma
- complete high school credits to prepare for secondary education
- improve in employment skills and job opportunities

A complete list of adult learning centres can be found on the branch website. For more information, contact:
Adult Learning and Literacy
350-800 Portage Avenue
Winnipeg, MB R3G 0N4
Phone: 204-945-8247
Toll Free: 1-800-282-8069 ext. 8247
Email: all@gov.mb.ca
Website: www.gov.mb.ca/all

2.5
Library and Archive Services

ARCHIVES OF MANITOBA

The Archives of Manitoba holds archival records of the Manitoba government, municipalities and schools (since Manitoba became a province in 1870), private records of individuals, organizations and community groups dating from the Red River Settlement days to the present. It also houses the records of the Hudson's Bay Company since its inception in 1670, documenting the history of the fur trade, exploration and settlement in Western Canada and the development of HBC's retail empire. Selected records may be helpful in establishing proof of age for obtaining social and financial benefits or for researching family history.

For more information, contact:

Archives of Manitoba
130-200 Vaughan Street
Winnipeg, MB R3C 1T5
Phone: 204-945-3971
Toll Free: 1-800-617-3588
Email: archives@gov.mb.ca
Website: www.gov.mb.ca/archives

MANITOBA LEGISLATIVE LIBRARY

The Legislative Library supports public affairs and a well-informed society by providing efficient, effective, confidential and impartial access to its specialized information resources for the Legislature, government, and people of Manitoba. It also ensures current and future access to Manitoba's published heritage.

As a heritage institution and Manitoba's oldest library, the library is steward to a comprehensive collection of Manitoba publications. They include rare books, rural newspapers, early Manitoba books and magazines, as well as Manitoba government publications dating back to its establishment.

For more information, or to arrange a tour, contact:

Main Library
100-200 Vaughan Street
Winnipeg, MB R3C 1T5
Phone: 204-945-4330
Email: legislative_library@gov.mb.ca
Website: www.gov.mb.ca/chc/leg-lib/

Legislative Reading Room
Room 260, Legislative Building
450 Broadway
Winnipeg, MB R3C 0V8
Phone: 204-945-4243

METIS CULTURE AND HERITAGE RESOURCE CENTRE

The Metis Culture and Heritage Resource Centre has a Metis genealogy service, culture and history based non lending library, which is open to the public to use.

For more information, contact:

Metis Culture and Heritage Resource Centre
410 McGregor Street
Winnipeg, MB R2W 4X5
Phone: 204-956-7767
Email: metisrc@mymts.net
Website: www.metisresourcecentre.mb.ca

PUBLIC LIBRARY SERVICES

Manitoba's municipal and regional public library systems provide access to invaluable collections, programs and services. Public libraries offer a safe and welcoming social space where expert staff help in the discovery of information and resources to support an individual's learning or leisure pursuit.

Public libraries loan books in every genre, subject and reading level to accommodate the interests of all Manitobans. Library materials are available in multiple formats such as large print, audio books, music and videos -- on the shelf and online. Libraries have a variety of magazines and newspapers and licensed products to provide a variety of high quality content and personal tools (ex. language learning or genealogical databases).

Library users are not limited to the local library branches. They can borrow material from all Manitoba libraries through interlibrary loan services. Libraries also source materials in alternate format for persons with disabilities who are unable to read standard print.

Library services are delivered through more than 120 local, mobile and outreach facilities throughout the province. Users unable to access a public library facility are encouraged to inquire about home based programs and services available through their public library systems.

For more information or to find a public library in your community, contact:

Public Library Services
Phone: 204-726-6590
Toll Free: 1-800-252-9998
Email: mbpls@gov.mb.ca
Website: www.gov.mb.ca/chc/pls/index.html

Winnipeg Public Library Services
Phone: 204-986-6450
TTY: 204-986-3485
Website: www.wpl.winnipeg.ca/library

2.6 Research

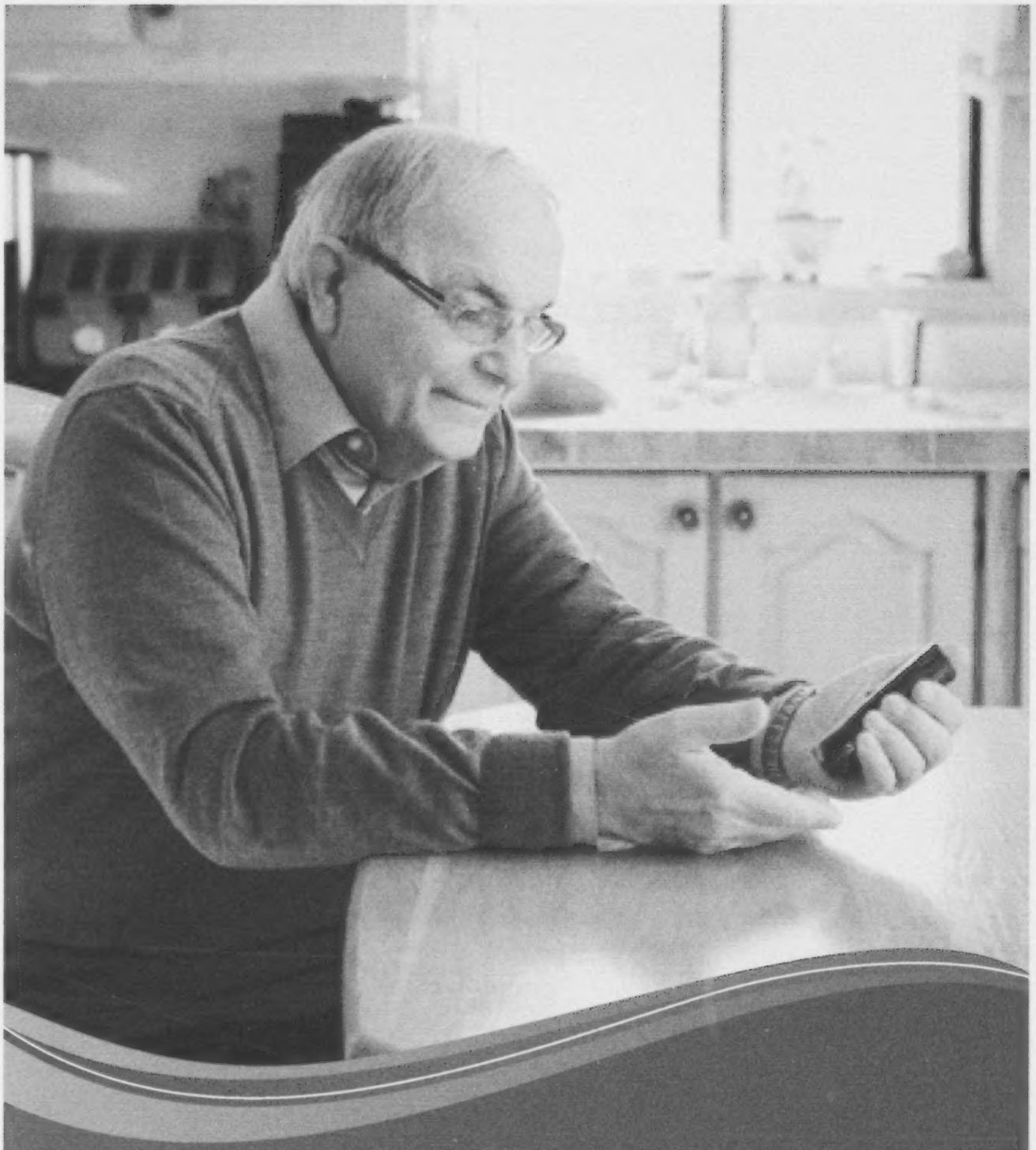
CENTRE ON AGING

The Centre on Aging is a University-wide research centre at the University of Manitoba. It serves as the focal point for the integration and dissemination of research on aging in Manitoba. The Centre on Aging:

- conducts, stimulates and promotes research on aging
- provides an interdisciplinary focus for the research activities in aging at universities in Manitoba
- supports the teaching of students in aging
- publishes a newsletter (available on request) and weekly updates on aging related topics
- sponsors lectures and seminars on aging related topics
- hosts the annual spring research symposium to promote dialogue on various aspects of aging

For more information, contact:

Centre on Aging
338 Isbister Building, University of Manitoba
Winnipeg, MB R3T 2N2
Phone: 204-474-8754
Toll Free: 1-800-432-1960 ext. 8754
Email: coaman@umanitoba.ca
Website: www.umanitoba.ca/centres/aging



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Addictions and Gambling

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Manitoba Addictions Information Line

Addictions Foundation of Manitoba

Gambling Helpline

Smokers Helpline

Partners Seeking Solutions with Seniors

Peer Helping Program for Older Adults

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Alcoholics Anonymous

Al-Anon/Alateen Central Service

Gamblers Anonymous

3.0

Addictions and Gambling

The Manitoba government provides funds to various organizations that offer a wide range of services for individuals and families affected by substance use or gambling problems. Care services include:

- prevention and education
- pre-treatment (ex. withdrawal management)
- community based or residential treatment
- post-treatment

Programs are also available for those affected by another person's substance or gambling problems. For more information: www.gov.mb.ca/healthyliving/addictions/index.html.

MANITOBA ADDICTIONS INFORMATION LINE

Callers can speak to a staff person (Monday to Friday 8:30 a.m. to 4:30 p.m.) for information about the various services available. The line also offers help in accessing the most appropriate services to meet their needs.

For more information, contact:
Manitoba Addictions Information Line
Toll Free: 1-855-662-6605

ADDICTIONS FOUNDATION OF MANITOBA (AFM)

AFM provides prevention and rehabilitation services for people with alcohol, other drugs and gambling problems. Services and programs include:

- rehabilitation (residential or community)
- family group programs for family members who are concerned about someone who has alcohol, other drugs or gambling problems
- individual and family counseling services
- prevention services (ex. workshops for older adults, caregivers, service providers)
- problem gambling prevention and rehabilitation outreach to older adults (Call the Older Persons and Gambling Consultant at 204-944-6250)
- Gambling Helpline for people who are experiencing problems with their own or with someone else's gambling (1-800-463-1554)
- Responsible Gaming Information Centres at the McPhillips Street Station Casino (204-985-1240) and Club Regent Casino in Winnipeg (204-985-0419).
- AFM's free library's extensive collection of resources on addictions, (ex. books,

journals, videos, pamphlets, posters, fact sheets.)

For more information, contact the AFM Office near you:

AFM Winnipeg Office
1031 Portage Avenue
Winnipeg, MB R3G 0R8
Phone: 204-944-6260
Toll Free: 1-866-638-2561
Email: execoff@afm.mb.ca
Websites: www.afm.mb.ca or www.getgamblingfacts.ca

Box 1118, 736 Park Avenue
Beausejour, MB R0E 0C0
Phone: 204-268-6166

510 Frederick Street
Brandon, MB R7A 6Z4
Phone: 204-729-3838
Toll Free: 1-866-767-3838
Email: westreg@afm.mb.ca

32 - 1st Avenue North West
Dauphin, MB R7N 1G7
Phone: 204-622-2021

53 Main Street
Flin Flon, MB R8A 1J7
Phone: 204-687-1772

P.O. Box 449
Gimli, MB R0C 1B0
Phone: 204-642-5162

Box 3000, 203 South Railway Street East
Killarney, MB R0K 1G0
Phone: 204-523-5070

108 - 8th Street
Morden, MB R6M 1Y7
Phone: 204-822-1296

2nd Floor, 9 Saskatchewan Avenue
Portage la Prairie, MB R1N 3J9
Phone: 204-857-8353

10 Main Street
Rossburn, MB R0J 1V0
Phone: 204-859-4000

2nd Floor, 250 Manitoba Avenue
Selkirk, MB R1A 0Y5
Phone: 204-785-2354

Box 2560, 381 Hospital Street
Steinbach, MB R0A 2A0
Phone: 204-326-7724

518 Main Street
Swan River, MB R0L 1Z0
Phone: 204-734-2030

Willard Monson House
Box 490
Ste. Rose, MB R0L 1S0
Phone: 204-447-4040
Email: wmh@afm.mb.ca

Box 2039, 168-2nd Street
The Pas, MB R9A 1L7
Phone: 204-627-8140

90 Princeton Drive
Thompson, MB R8N 0L3
Phone: 204-677-7300
Toll Free: 1-866-291-7774
Email: northreg@afm.mb.ca

283 Nelson Street West
Virden, MB R0M 2C0
Phone: 204-748-4720

GAMBLING HELPLINE

Gambling Helpline is a confidential helpline for people who are experiencing problems with their own or with someone else's gambling. Counsellors can provide free counselling, information and referral services. Interpretation services are available for most languages.

For more information, contact:

Gambling Helpline
Toll Free: 1-800-463-1554

SMOKERS HELPLINE

Smokers or anyone wanting information on helping a spouse or friend quit smoking can call the Smokers Helpline or register online and speak directly with a professional smoking cessation counselor to receive advice and guidance on quitting smoking. The helpline is a free service available to anyone in Manitoba.

For more information, contact:

Smokers Helpline
Toll Free: 1-877-513-5333
Website: www.smokershelpline.ca

PARTNERS SEEKING SOLUTIONS WITH SENIORS (PSSS)

PSSS is a 100+ member network that empowers people in making informed choices that support healthy aging. Its current focus includes mental health, substance use and gambling. Its primary activities include:

- leadership, networking, and partnerships
- community development
- consultation
- resource development
- information dissemination through an e-group list and network meetings
- supports the age-specific harm reduction support group
- provides links to people in the know
- implements the Peer Helping Program for Older Adults
- educates and increases awareness such as the Let's Talk video
- influences system changes

Membership is open to anyone. For more information, contact:

Partners Seeking Solutions with Seniors
Email: psss1@mts.net
Website:
www.solutionsforseniors.cimnet.ca

PEER HELPING PROGRAM FOR OLDER ADULTS

Partners Seeking Solutions with Seniors (PSSS) offers a peer program, which trains older adults to provide support to other older adults recovery from problems with alcohol, mood-altering medications/drugs, gambling, mental health concerns or abusive relationships. PSSS provides consultation to prepare for a peer helping program, organizes and facilitates training to older adults who wish to become peers, and co-ordinates ongoing supervision of the peers.

For more information, contact:

Peer Helping Program for Older Adults
Phone: 204-237-5918
Email: psss1@mts.net
Website:
www.solutionsforseniors.cimnet.ca

3.1

Addictions Self Help Groups

ALCOHOLICS ANONYMOUS

Alcoholics Anonymous is a voluntary, worldwide fellowship of men and women from all walks of life who meet in groups to attain and maintain sobriety. The only requirement for membership is a desire to stop drinking. There are no dues or membership fees.

For more information, contact:

Alcoholics Anonymous
208 - 323 Portage Avenue
Winnipeg, MB R3B 2C1
Phone: 204-942-0126
Toll Free: 1-877-942-0126
Email: aambco@mymts.net
Website: www.aamanitoba.org

AL-ANON/ALATEEN CENTRAL SERVICE

The Al-Anon family groups are a fellowship of relatives and friends of alcoholics who share their experience, strength and hope to solve their common problems.

For more information, contact:

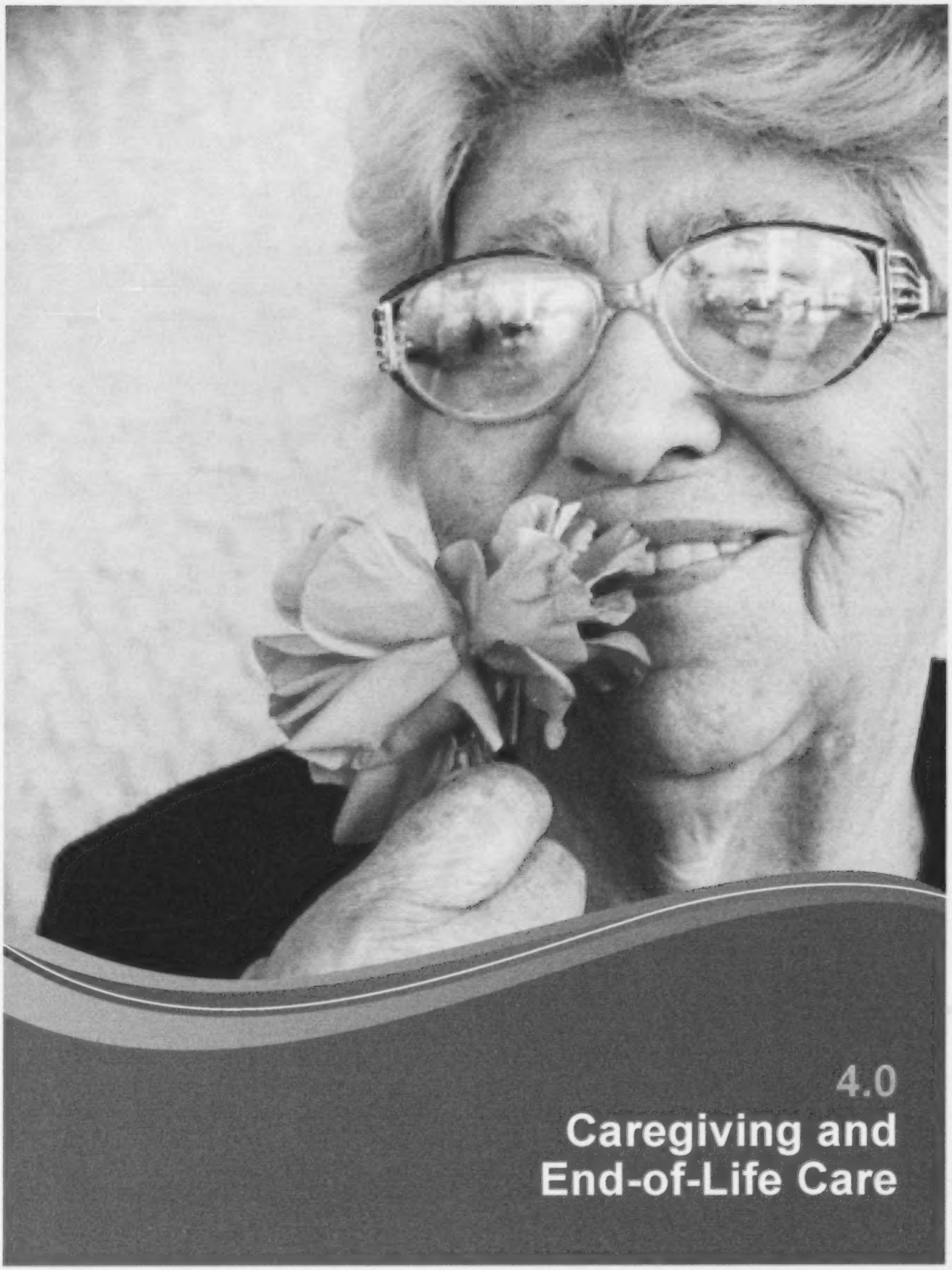
Al-Anon/Alateen Central Service
107 - 2621 Portage Avenue
Winnipeg, MB R3J 0P7
Phone: 204-943-6051
Email: al-anon-enquiries@mymts.net

GAMBLERS ANONYMOUS

Gamblers Anonymous is a fellowship of men and women who share their experience, strength and hope with each other to solve their common problem and help others to recover from a gambling problem. The only requirement for membership is a desire to stop gambling. There are no dues or fees. Support services for families are available from GamAnon (204-775-3535).

For more information, contact:

Gamblers Anonymous
Phone: 204-582-4823 to leave your number so a member can contact you.



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4.0 Caregiving and End-of-Life Care

CAREGIVER ADVISORY COMMITTEE

The Caregiver Advisory Committee provides the Minister of Healthy Living and Seniors with information, advice and recommendations about:

- caregivers and caregiver supports
- programs, services, policies and legislation that relate to caregivers and caregiver supports
- promoting recognition and awareness of caregivers

For more information, contact:
Caregiver Advisory Committee
Seniors and Healthy Aging Secretariat
1610-155 Carlton Street
Winnipeg, MB R3C 3H8
Phone: 204-945-6565
Toll Free: 1-800-665-6565
Email: seniors@gov.mb.ca
Website: www.gov.mb.ca/shas

GUIDE FOR THE CAREGIVER

The Seniors and Healthy Aging Secretariat publishes a Guide for the Caregiver for individuals who are caring for older people or considering becoming a caregiver. The guide contains a variety of information including a resource section for caregivers. For a copy, call 204-945-6565/1-800-665-6565 or go to www.gov.mb.ca/shas/publications/docs/caregiver.pdf.

MANITOBA CAREGIVER COALITION

The Manitoba Caregiver Coalition is a group of individuals and organizations that join with caregivers, service providers, policy makers and other stakeholders to identify and respond to the needs of caregivers in Manitoba.

For more information, contact:
Manitoba Caregiver Coalition
Phone: 204-953-3720
Email: mb.caregivercoalition@yahoo.ca
Website:
www.manitobacaregivercoalition.com

4.1 Caregiver Support Services and Programs

RUPERT'S LAND CAREGIVER SERVICES

Rupert's Land Caregiver Services offers a range of support services for family caregivers of persons 55+ such as:

- city-wide short-term respite care

- transportation in southwest Winnipeg (area codes R3L, R3M, R3N, R3P and part of R3T)
- support groups
- information and help in problem-solving
- referral to other community services
- telephone support
- conference for caregivers
- community educational presentations and workshops on caregiving and aging
- *The Caregivers Page* newsletter

For more information, contact:
Rupert's Land Caregiver Services
168 Wilton Street
Winnipeg, MB R3M 3C3
Phone: 204-452-9491
Email: rlcs@mymts.net

RESPITE CARE

Respite care provides relief to caregivers of home care clients who require up to 24-hour care and supervision. Respite care reduces caregiver stress and helps to sustain clients in their homes. For more information on respite care options available in your community, contact your Home Care case coordinator or local regional health authority office (see pages 71 to 77).

SUPPORT GROUPS

Several organizations across Manitoba offer support groups for caregivers such as disease specific organizations (see pages 90 to 95), Seniors Community Resource Councils (see pages 9 to 16) or the Healthy Aging Resource Teams (see page 78).

4.2 Employment Benefits for Caregivers

COMPASSIONATE CARE BENEFITS

If you are eligible for Employment Insurance and want to care for a sick or dying family member, you may be eligible for Compassionate Care Benefits. This program provides temporary financial compensation and job security for a certain period of time. For more information or an application package, contact a Service Canada Centre (see page 55).

4.3 End-of-Life Care

CANADIAN VIRTUAL HOSPICE

The Canadian Virtual Hospice provides support and personalized information about life limiting illness, palliative and end-of-life care, loss and grief to patients, family members, health care providers, researchers, educators and volunteers. This includes:

- online access to palliative care specialists, including physicians, nurses, social workers, spiritual care advisors and ethicists who provide confidential answers to questions
- articles about managing symptoms, accessing financial benefits, and other topics to help navigate the health care system and communicate with local health care providers
- common questions are answered by the virtual hospice team
- caregiving videos with easy instructions for common caregiving tasks
- tools that help professionals to better care for and communicate with patients and families
- discussion forums where patients and

families can connect with others
- latest research findings

For more information, contact:
Canadian Virtual Hospice
Email: info@virtualhospice.ca
Website: www.virtualhospica.ca

HOSPICE AND PALLIATIVE CARE MANITOBA (HPCM)

HPCM provides community based support, education and companion services at no charge. It supports adults of all ages who have life limiting illnesses, their caregivers and those who are bereaved. Programs and services include:

- volunteer companion program helps with practical matters (ex. shopping, banking, excursions) through one-to-one matches with volunteers
- bereavement support services offers one-to-one telephone bereavement support, grief seminars, support groups for adults and youth
- information and education is available on a wide range of topics about life limiting illness, palliative care and bereavement (Compassionate Care Course)

For more information, contact:
Hospice and Palliative Care Manitoba
2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 204-889-8525
Email: info@manitobahospice.mb.ca
Website: www.manitobahospice.ca

PALLIATIVE CARE PROGRAMS

End-of-life care or palliative care is health care for people (of any age) and their families who are living with a life limiting illness, usually at an advanced stage. The goal of palliative care programs is to manage physical symptoms and provide social, emotional and spiritual support for individuals and their families throughout the course of the illness, including bereavement support. Each regional health authority in Manitoba offers palliative care. For more information, contact the Palliative Care Program in your regional health authority:

Interlake-Eastern Regional Health Authority: 204-467-3361
Northern Health:
- Eastern Campus
  204-778-1450
- Western Campus
  204-687-4870 (Flin Flon)
  204-623-9661 (The Pas)

Prairie Mountain Health: 204-578-2340
Southern Health/Santé Sud: 204-388-2049
Winnipeg Regional Health Authority: 204-237-2400

PALLIATIVE CARE DRUG ACCESS PROGRAM

This program offered by Manitoba Health is designed for people at the end stages of their illness, when the focus of care is on comfort. By covering the cost of eligible drugs for use in the home or in another residence, a major financial burden is removed for patients and their families. For more information on applying for this program, contact your physician or the palliative care coordinator in your local regional health authority (see pages 71 to 77). Or go to www.gov.mb.ca/health/pcdap/index.html.

4.4
Tax Credits

PRIMARY CAREGIVER TAX CREDIT

(For more information, see page 61).

4.5

Funeral Arrangements

EMPLOYMENT AND INCOME ASSISTANCE-FUNERAL COVERAGE

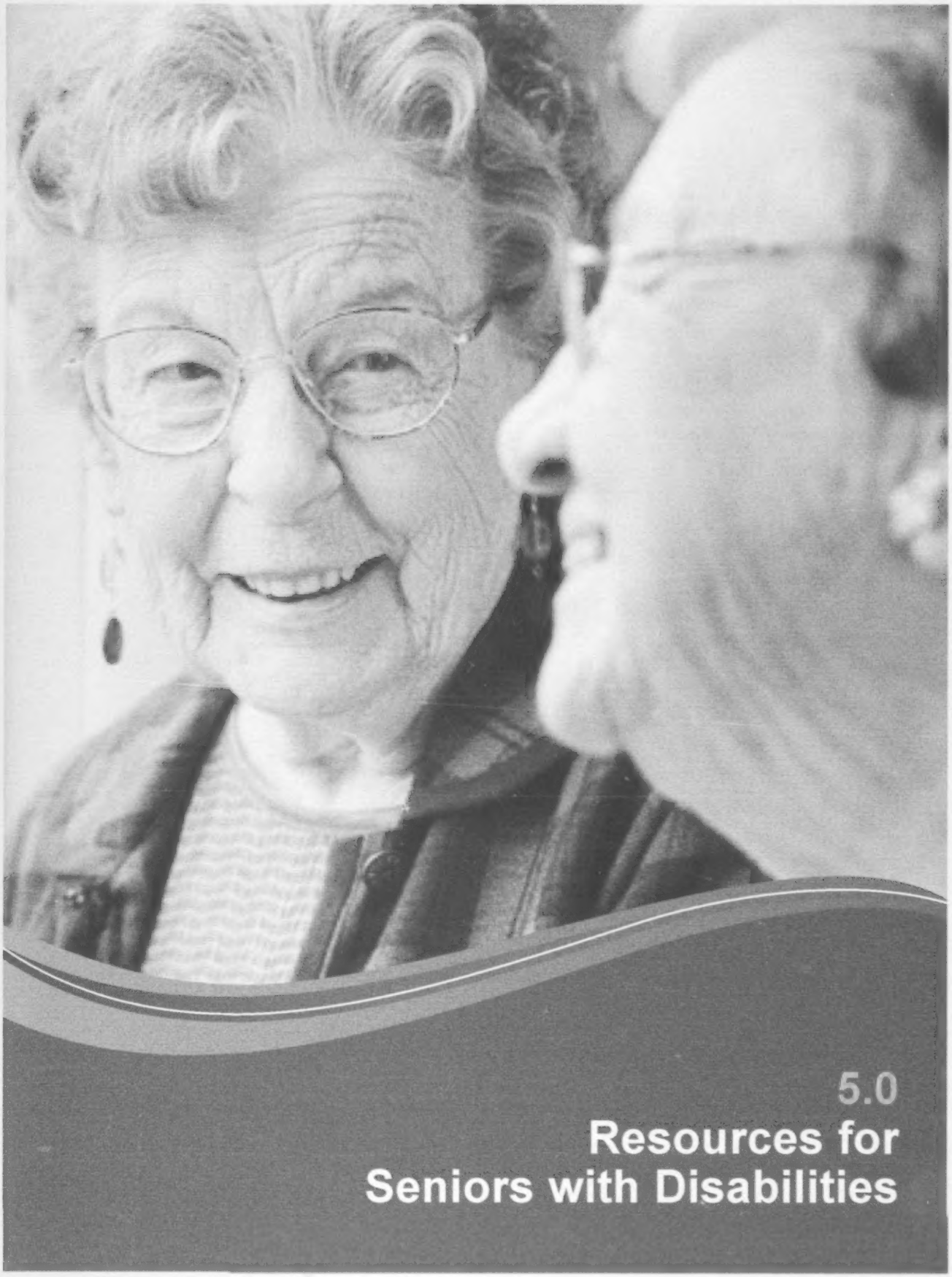
Employment and Income Assistance (EIA) may provide financial support to cover the cost of a person's funeral, even if the person was not a participant of EIA at the time of death. An assessment of the deceased person's financial resources will be completed. Where it is determined that the estate is not able to meet the funeral expenses, EIA will pay for these costs based on service rates that have been agreed to with the Manitoba Funeral Services Association. For more information, contact your nearest EIA (see page 58).

MANITOBA FUNERAL SERVICE ASSOCIATION (MFSA)

The MFSA is a non profit association. It supports the advancement of funeral service to the public as well as individual members. Their website contains basic information on funeral planning.

For more information, contact:

Manitoba Funeral Service Association
610-55 Garry Street
Winnipeg, MB R3C 4H4
Phone: 204-947-0927
Email: info@mfsa.mb.ca
Website: www.mfsa.mb.ca



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5.0

Resources for Seniors with Disabilities

INDEPENDENT LIVING RESOURCE CENTRE (ILRC)

The ILRC helps people with disabilities identify their needs and work towards solutions. The ILRC offers several programs and services:

- information and referral services
- peer support
- independent living skills
- Personal Care Assistance Attendant Care Training Program (PACE)
- volunteering
- self and family managed care
- brokerage
- advocacy

For more information, contact:

Independent Living Resource Centre
311A - 393 Portage Avenue
Winnipeg, MB R3B 3H6
Phone: 204-947-0194 (TTY/TDD)
Toll Free: 1-800-663-3043
Email: thecentre@ilrc.mb.ca
Website: www.ilrc.mb.ca

LIVING IN MANITOBA: A RESOURCE GUIDE FOR WOMEN WITH DISABILITIES

The resource guide gives Manitoba women who live with disabilities information, resources and contacts that meet a variety of their needs. It was developed in collaboration with the Manitoba Disabilities Issues Office. For a printed copy in English or French, call the Manitoba Status of Women at 204-945-6281, toll free at 1-800-263-0234 or go to: www.gov.mb.ca/msw/publications/womens_disability_guide.pdf

MANITOBA LEAGUE OF PERSONS WITH DISABILITIES (MLPD)

The MLPD is a membership organization representing the concerns of people with all types of disabilities in Manitoba. It supports Manitobans with disabilities with social policy research and consultation, public education programs, information, referrals and class advocacy.

For more information, contact:

Manitoba League of Persons with Disabilities
105 - 500 Portage Avenue
Winnipeg, MB R3C 3X1
Phone/TTY: 204-943-6099
Toll Free: 1-888-330-1932
Email: mlpd@shawcable.com
Website: www.mlpd.mb.ca

SOCIETY FOR MANITOBANS WITH DISABILITIES (SMD)

The SMD continually develops, maintains and delivers relevant services that help people gain independence and community support. Programs and services offered include:

- wheelchair services (see page 52)
- parking permit program (see page 134)
- travel assistance program
- assistive technology support program and funding guide
- adult services (counseling, employment support, computer training)
- education
- ethno-cultural services (see page 20)

For more information, contact the office nearest you:

Head Office
825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: 204-975-3010
Toll Free: 1-866-282-8041
TTY: 204-975-3012
TTY Toll Free: 1-800-225-9108
Website: www.smd.mb.ca

Westman Regional Office
Room 140, 340 - 9th Street
Brandon, MB R7A 6C2
Phone: 204-726-6157
Toll Free: 1-800-813-3325
TTY: 204-726-6157

Parkland Regional Office
Room 411 - 27 - 2nd Avenue
Dauphin, MB R7N 3E5
Phone: 204-622-2293
Toll Free: 1-800-844-2307
TTY: 204-622-2293

Central Regional Office
100 - 30 Stephen Street
Morden, MB R6M 2G3
Phone: 204-822-7412
Toll Free: 1-800-269-5451
TTY: 204-822-7412

Interlake Regional Office
382 Main Street
Selkirk, MB R1A 1T8
Phone: 204-785-9338
Toll Free: 1-888-831-4213
TTY: 204-482-5638

Eastman Regional Office
Unit 5 – 227 Main Street
Steinbach, MB R5G 1Y7
Phone: 204-326-5336
Toll Free: 1-800-497-8196
TTY: 204-346-3998

Northern Regional Office
303 - 83 Churchill Drive
Thompson, MB R8N 0L6
Phone: 204-778-4277
Toll Free: 1-888-367-0268
TTY: 204-778-4277

WINNSERV

Winnserv is a non profit organization that supports adults with intellectual disabilities. It helps them live as valued members of the community. Their focus is on supporting aging individuals with an intellectual disability, including those who also have dementia. Main services include residential supports, exploring later life options, staff training in later life issues and assessment.

For more information, contact:

Winnserv
101-960 Portage Avenue
Winnipeg, MB R3G 0R4
Phone: 204-783-8654
Email: winnserv@winnserv.com
Website: www.winnserv.ca

CONTINUITY CARE

Continuity Care is a non profit organization that helps Manitoba families plan for the future of family members with an intellectual disability. Services include:

- support groups for older parents and siblings in a caregiving role for a family member with an intellectual disability
- workshops on planning
- individual support, advocacy and assistance with planning
- support network development
- adult sibling opportunities
- quarterly newsletter

For more information, contact:

Continuity Care Inc.
2-120 Maryland Street
Winnipeg, MB R3G 1L1
Phone: 204-779-1679
Email: info@continuitycare.ca
Website: www.continuitycare.ca

5.1 Visual Impairments

CANADIAN NATIONAL INSTITUTE FOR THE BLIND (CNIB)

The CNIB helps people with vision loss gain their independence through a broad range of programs and services:

- low vision services- maximizes vision using magnifiers and lighting
- trains people to manage activities of daily living (ex. Braille and keyboarding)
- instructs in orientation and mobility focusing on how to move safely around the home, community or workplace
- assesses and trains in how to use accessible computer technology
- counsels on how to overcome the emotional and practical challenges of vision loss
- employment preparation and support with current employment
- offers peer support and leisure activities

For more information, contact the office nearest you:

CNIB
1080 Portage Avenue
Winnipeg, MB R3G 3M3
Phone: 204-774-5421
Toll Free: 1-800-552-4893
Email: manitoba@cnib.ca
Website: www.cnib.ca

354 10th Street
Brandon, MB R7A 4G1
Phone: 204-727-0631

VISION IMPAIRED RESOURCE NETWORK (VIRN)

The Vision Impaired Resource Network runs a number of programs including:

- peer support group for seniors
- leisure opportunities, including curling
- technology training
- See If You Can a presentation to make children aware of vision loss and promote conservation of sight.

For more information, contact:

Vision Impaired Resource Network
PO Box 2454, Station Main
Winnipeg, MB R3C 4A7
Phone: 1-888-851-VIRN (8476)
Email: info@virn.ca
Website: www.virn.ca

ACCESSIBLE PUBLIC LIBRARY SERVICES

Public libraries are for the benefit of everyone and library users who are unable to read standard print have access to collections, services and programs. Public libraries have extensive collections of material in large print. Users can borrow materials across collections of Manitoba libraries through interlibrary loan services.

Public libraries can accommodate users requiring library materials in alternate formats. Users are encouraged to talk to local staff about individual services needs. For more information, or to locate a library in your community, see page 32.

SENIORS COMMUNITY RESOURCE COUNCILS

Some Seniors Community Resource Councils lend audio versions of local newspaper, books or large print books. For more information, contact your local Seniors Community Resource Council (see pages 9 to 16).

5.2 Communication Disorders

HEARING CENTRES AND SERVICES

There are a number of services in Manitoba to help in the diagnose and treat hearing loss (ex. public health nurses, family doctors, audiologists, hearing instrument practitioners and ear/nose/throat specialists).

Many regional health authorities offer testing for hearing disorders at no charge to the client. For more information, contact your regional health authority (see pages 71-73). For Winnipeg, contact the Audiology Central Intake 204-837-0511.

COMMUNICATION AND SWALLOWING PROBLEMS

Contact your physician for a referral to a speech-language pathologist.

HEARING INSTRUMENT PRACTITIONERS

There are many hearing aid practitioners in Winnipeg who offer discounts to seniors, provide house calls if necessary and provide services to rural Manitoba. Check your Yellow Pages under *Hearing Aids* for a hearing centre or contact your Seniors Community Resource Council (see pages 9 to 16) for the one nearest you.

PRIVATE PRACTICE AUDIOLOGISTS

There are many audiologists in private practice in Manitoba. Check your Yellow Pages under *Hearing Aids* for someone near you.

HARD OF HEARING SERVICES

The Living with Hearing Loss Program at the Society for Manitobans with Disabilities (SMD) offers:

- development of speech reading skills
- coping strategies to adapt in difficult communication situations
- information on available technical devices for hard of hearing people
- ideas to manage hearing loss related stress
- classes for hard of hearing, oral deaf and late deafened adults across Manitoba
- resource library

For more information, contact:

Society for Manitobans with Disabilities
Deaf and Hard of Hearing Services
Phone: 204-975-3107
TTY: 204-975-3083
Toll Free (TTY): 1-800-225-9108
Toll Free (voice): 1-866-282-8041
Website: www.smd.mb.ca/smd-services/adult-services/aural-services

CANADIAN HARD OF HEARING ASSOCIATION-MANITOBA CHAPTER (CHHA)

The Canadian Hard of Hearing Association is a non profit, self help consumer advocate organization run by and for people who are hard of hearing. They ensure hard of hearing consumers understand how to have their needs met and to promote the integration and full participation in Canadian society. They are a resource for Manitobans with hearing loss and provide information about Meniere's Disease.

For more information, contact:

Canadian Hard of Hearing Association-Manitoba Chapter
Phone: 204-975-3037
Email: mbchha@mymts.net
Website: www.chha-mb.ca

DEAF CENTRE MANITOBA

The Deaf Centre is a multi-use facility which contains 3 floors of subsidized housing, a personal care home and offices for deaf organizations that serve the Winnipeg deaf community. The building houses the Forrest Nickerson Theatre as well as recreational areas which are available for social events and special occasions. Deaf Centre Manitoba is a recreational, cultural and religious centre for the tenants and residents and for deaf and hard of hearing people throughout the community.

For more information, contact:

Deaf Centre
285 Pembina Highway
Winnipeg, MB R3L 2E1
Phone: 204-284-0802
TTY: 204-475-0702

E-QUALITY COMMUNICATION CENTRE OF EXCELLENCE (ECCOE)

ECCOE is a professional non profit corporation that provides a wide range of interpreting and intervention services to meet the diverse needs of the deaf and deaf-blind, hard-of-hearing, and hearing communities.

For more information, contact:

ECCOE
200 - One Forks Market Road
Winnipeg, MB R3C 4L9
Phone: 204-926-3271 ext.1
Emergency Line: 204-475-6332
TTY: 204-452-0687
Email: candy.badger@eccoe.ca
Emergency Email: emergency@eccoe.ca
Website: www.eccoe.com

MANITOBA DEAF-BLIND ASSOCIATION (MDBA)

MDBA is a community based advocacy group that improves opportunities and resources for Manitobans who have a combination of hearing and vision loss.

For more information, contact:

MDBA
285 Pembina Highway
Winnipeg, MB R3L 2E1
Email:
association.manitobadeafblind@gmail.com

MANITOBA TELECOM SERVICES (MTS)

MTS offers a range of special needs equipment at the Portage Place Mall in **Winnipeg** at 2-393 Portage Avenue R3B 3H9.

For more information, contact:

MTS-Special Needs
Phone: 204-941-8557
Toll Free: 1-800-542-8703
TTY: 204-942-4942 or 1-866-238-2539
Email: mts.special.needs@mts.ca
Website: www.mts.ca

RESOURCE CENTRE FOR MANITOBANS WHO ARE DEAF-BLIND (RCMDB)

The RCMDB promotes opportunities for independence, dignity and empowerment for adults in Manitoba who have become deaf-blind. Services are provided to adults, and their family members, who are deaf-blind due to accident, trauma, disease or condition.

For more information, contact:

RCMDB
228 - 285 Pembina Highway
Winnipeg, MB R3L 2E1
Phone: 204-284-6062
TTY: 204-284-2531
Email: rcmdb101@gmail.com
Website: www.rcmdb.mb.ca

5.3 Medical Equipment and Supplies

To buy medical equipment and supplies, look for commercial suppliers in the Yellow Pages under *Medical Supplies*.

SOCIETY FOR MANITOBANS WITH DISABILITIES (SMD)– WHEELCHAIR SERVICES

This program provides long term loans of wheelchairs to people living in the community. An application signed by an occupational therapist or a doctor is required to receive a wheelchair.

For more information, contact:

SMD Wheelchair Services
1857 Notre Dame Avenue
Winnipeg, MB R3E 3E7
Phone: 204-975-3250
Toll Free: 1-800-836-5551
TTY: 204-975-3239
Website: www.smd.mb.ca/smd-services/wheelchair-services

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6.0 Financial

6.1 Federal Income Security Programs

SERVICE CANADA

Service Canada is the one-stop service for federal government programs, including Old Age Security (OAS) and the Canada Pension Plan (CPP). Canada's public pension system provides seniors with a secure, modest base of retirement income. The two main programs are Old Age Security and the Canada Pension Plan. Benefits do not start automatically – you must apply for them. Cost-of-living adjustments are made in January of each year for CPP and quarterly for OAS. For more information; or to receive your application package, contact a Service Canada Centre.

Service Canada
Toll Free: 1-800-277-9914 (English)
1-800-277-9915 (French)
1-800-255-4786 (TTY)
Website: www.servicecanada.gc.ca

Service Canada Centre Locations in Winnipeg:

- Portage Place Mall - 393 Portage Avenue, Unit 122, R3B 3H6
- 2599 Main Street, R2V 4W3
- 1001 St. Mary's Road, R2M 3S4
- 140-3393 Portage Avenue, R3K 2G7
- 100 – 614 Des Meurons Street, R2H 2P9 (open Tuesday and Thursday only)

Service Canada Centre Locations in Rural Manitoba:

- 100 - 1039 Princess Avenue, **Brandon**, R7A 6E2
- 181-1st Avenue North East, **Dauphin**, R7N 1A6
- 111 Main Street, **Flin Flon**, R8A 1J9
- 158 Stephen Street, **Morden**, R6M 1T3
- Unit 2-1016 Saskatchewan Avenue East, **Portage la Prairie**, R1N 3V2
- 51 Main Street, **Selkirk**, R1A 1P9
- 321 Main Street, **Steinbach**, R0A 2A0
- 333 Edwards Avenue, **The Pas**, R9A 1K7
- 40B Moak Crescent, **Thompson**, R8N 2B7

To find more centres and to ensure you have the most current addresses, go to www.servicecanada.gc.ca for complete listing.

OLD AGE SECURITY PENSION (OAS)

OAS provides a monthly support payment to all seniors 65 or older who have lived in Canada for at least 10 years (since the age of 18), regardless of whether they have worked or not.

- You should apply at least six months before you turn 65.
- If you lived in Canada, but now live in another country, you may still be eligible.
- Full or partial pensions are determined by the length of residency in Canada.
- OAS benefits are sent out monthly and are subject to income tax.

For more information or to receive your application package, contact or visit a Service Canada Centre (see page 55).

GUARANTEED INCOME SUPPLEMENT (GIS)

The GIS is an additional monthly benefit available to seniors who receive an Old Age Security Pension and have a low income.

- GIS is a non-taxable income.
- If you are married or living common-law, your combined income is used to determine eligibility.
- First time applicants must apply. If you file your income tax return every year on time, you will likely not have to reapply.

For more information or to receive your application package, contact or visit a Service Canada Centre (see page 55).

ALLOWANCE

The Allowance is a monthly benefit for low-income seniors (aged 60 to 64) whose spouse or common-law partner is eligible for, or currently receiving, the Old Age Security Pension and the Guaranteed Income Supplement.

- It is non-taxable income.
- You must reapply each year for this benefit by filing out an income statement or completing an income tax return.
- The Allowance will end when you are eligible to receive the Old Age Security Pension. If you leave Canada for more than six months, have a change in marital status or if your income increases over the cutoff, your allowance will end.

For more information or to receive your application package, contact or visit a Service Canada Centre (see page 55).

ALLOWANCE FOR THE SURVIVOR

If you are between 60 and 64, have a low income, and your spouse or common-law partner has died, you may qualify for the Allowance for the Survivor. It is non-taxable income.

For more information or to receive your application package, contact or visit a Service Canada Centre (see page 55).

CANADA PENSION PLAN (CPP) RETIREMENT PENSION

Most working Canadians contribute to the CPP. If you have contributed to CPP and are at least 60 years of age, you are likely entitled to receive a monthly pension.

- The amount you receive is based on how much and for how long you contributed to the plan. It is also affected by what age you take your pension. For example, if you take your pension before the age of 65, your benefits will be reduced.
- You must apply for these benefits preferably at least six months before you want to receive them.
- The earnings are taxable.
- Additional benefits may be available when you die.

For more information or to receive your application package, contact or visit a Service Canada Centre (see page 55).

CANADA PENSION PLAN (CPP)- SURVIVOR BENEFIT

The Survivor Benefit is a monthly pension paid to the spouse or common-law partner and dependent children of a deceased CPP contributor, if the eligibility criteria are met. The amount is determined by the amount that was contributed to the plan, the age of the surviving spouse/common-law partner, whether there are dependent children and if the surviving spouse/common-law partner is disabled.

For more information or to receive your application package, contact or visit a Service Canada Centre (see page 55).

CANADA PENSION PLAN (CPP)- DEATH BENEFIT

The Death Benefit is a onetime lump sum payment made to a deceased CPP contributor's estate, if earnings and eligibility requirements are met. If there is no estate, the benefit is given to the person who is responsible for the funeral expenses, the surviving spouse/common-law partner or the next of kin.

For more information or to receive your application package, contact or visit a Service Canada Centre (see page 55).

CANADA PENSION PLAN (CPP)- DISABILITY BENEFIT

CPP Disability Benefit is a monthly benefit for individuals, under the age of 65 who have recently contributed to the CPP while they worked, and then became unable to work at any job on a regular basis because of a disability.

- The earnings are taxable.
- The benefits are converted to retirement pensions at age 65.

For more information or to receive your application package, contact or visit a Service Canada Centre (see page 55).

CANADA PENSION PLAN (CPP)- PENSION SHARING

If you are married or in a common-law relationship, you may be able to save on income tax by sharing your CPP pensions equally. You and your spouse/common-law partner must be 60+ and entitled to receive CPP. This also applies if only one of you contributed to the CPP.

For more information or to receive your application package, contact or visit a Service Canada Centre (see page 55).

CANADA PENSION PLAN (CPP)- CREDIT SPLITTING

If you are separated or divorced, CPP contributions made by you or your spouse/ common-law partner can be divided equally. This division applies to contributions you both made during your marriage or common-law relationship. You may be entitled to retirement, disability, or other benefits higher than those for which you would qualify on your own.

For more information or to receive your application package, contact or visit a Service Canada Centre location (see page 55). You may also apply for benefits online.

INTERNATIONAL BENEFITS

The International Benefits program may provide retirement, disability or survivor benefits to eligible individuals who have lived or worked in another country, or the surviving spouse, common-law partner or children of eligible individuals who have lived or worked

in another country with which Canada has a social security agreement.

- Canada has signed social security agreements with a number of other countries.
- Requirements vary by agreement. Check the details of the country that relates to you.

For more information or to receive your application package, contact or visit a Service Canada Centre (see page 55), or call 1-800-454-8731.

EMPLOYMENT INSURANCE (EI)

EI provides temporary funds to unemployed Canadians who have lost a job through no fault of their own. It is available while they look for work or upgrade their skills. Canadians who are sick, pregnant, or caring for a newborn or adopted child, caring for a critically ill or injured child, or those who must care for a family member who is seriously ill with a significant risk of death, may also be eligible.

For more information, contact or visit a Service Canada Centre location (see page 55). You may also apply for benefits online.

6.2 Provincial Income Security Programs

55 PLUS PROGRAM

The 55 PLUS Program, a Manitoba Income Supplement, provides quarterly benefits to lower-income Manitobans who are 55+ and whose incomes are within certain levels. Eligibility is based on income reported in your tax return from the previous year.

To apply:

If you **DO NOT RECEIVE** benefits from federal Old Age Security, you must apply for the 55 PLUS Program supplement each benefit year. You can apply any time during the benefit year. Your benefits will start in the quarter in which your completed application is received. If you are married and your spouse is either under 55 or over 65, you may still be eligible for 55 PLUS benefits. An application will be required.

If you **RECEIVE** benefits from Old Age Security; you are not required to apply. Your eligibility is automatically determined by the amount of benefits you are already receiving from this pension (Old Age Security Pension, Guaranteed Income Supplement, Allowance, and/or Allowance for the Survivor).

For more information, contact:

55 PLUS Program
Box 3000, 203 South Railway Street E.
Killarney, MB R0K 1G0
Phone: 204-523-5230
Toll Free: 1-800-563-8793
Email: incsupplus@gov.mb.ca
Website: www.gov.mb.ca/tce/eia/assistance/55plus.html

EMPLOYMENT AND INCOME ASSISTANCE (EIA)

EIA provides funds to help Manitobans who have no other way to support themselves or their families. For people who are able to work, EIA will help them go back to work by providing employment support.

- In most circumstances, people aged 65 or over no longer require EIA support because they are now eligible for Canada's Old Age Security and/or Guaranteed Income Supplement.
- Some people over the age of 65 who have not lived in Canada long enough to qualify

for OAS/GIS benefits may qualify for EIA support if they have no other financial resources to support themselves.
- EIA also provides single grants for medical equipment and supplies and may also provide help to cover the cost of a person's funeral, even if the person is not receiving EIA (see page 44).

For more information, contact:
Employment and Income Assistance (EIA)
1-111 Rorie Street
Winnipeg, MB R3B 3N1
Phone: 204-948-4000
Toll Free: 1-877-812-0014
TTY: 1-204-945-4796
Manitoba Relay Service: 1-800-855-0511

RENTAID (FORMERLY MANITOBA SHELTER BENEFIT)

RentAid provides direct monthly cash to renters 55+ who are living in privately owned buildings and who meet certain qualifications. The monthly allowance is based on total gross income and on the monthly rent paid. An application must be completed by the tenant. People living in publicly owned seniors housing, rent supplement housing or personal care homes are already benefitting from government subsidies and are not eligible for RentAid.

For more information, contact:
Family Services
Provincial Services Branch
102 -114 Garry Street
Winnipeg, MB R3C 1G1
Phone: 204-945-2197
Toll Free: 1-877-587-6224
Email: provservic@gov.mb.ca
Website: www.gov.mb.ca/ctt/eia/RentAid/

SOCIAL SERVICES APPEAL BOARD

The Social Services Appeal Board is an independent appeal board for decisions about provincial income assistance and other programs offered by Manitoba Family Services (including 55 Plus – A Manitoba Income Supplement Program).

You may file an appeal if you receive, or are applying for, certain provincial assistance programs and if you have had your benefits denied, suspended or reduced. The appeal process:
- Send a letter of appeal to the board or complete an appeal form, which is available on request from EIA.
- Your appeal must be filed within 30 days of being notified of the decision to deny, reduce or suspend your benefits.
- Once filed, a hearing will be scheduled within **30 days** and both parties will be given the opportunity to explain their cases directly to the board.
- Board decisions are made in private after the hearing.
- A letter will be sent to you (usually within 15 days of the hearing) telling you the board's decision.

For more information, contact:
Social Services Appeal Board
7th Floor, 175 Hargrave Street
Winnipeg, MB R3C 3R8
Phone: 204-945-3003
Toll Free: 1-800-282-8069
TTY: 204-948-2037
Website:
www.gov.mb.ca/fs/ssab/index.html

6.3
Income Tax

COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP)

The Canada Revenue Agency and community organizations across Manitoba work together to provide tax preparation clinics and arrange for volunteers to prepare tax returns for eligible people.

For more information, contact:
Canada Revenue Agency
Phone: 1-800-959-8281
Website: www.cra-arc.gc.ca/volunteer

MANITOBA TAX ASSISTANCE OFFICE

Information is provided at the Manitoba Tax Assistance Office to help complete the provincial section of the income tax return.

For more information, contact:
Manitoba Tax Assistance Office
Phone: 204-948-2115
Toll Free: 1-800-782-0771
Email: tao@gov.mb.ca
Website: www.gov.mb.ca/finance/tao

CANADA REVENUE AGENCY-FEDERAL INCOME TAX INQUIRIES

For general inquiries on your federal income tax, contact:
Canada Revenue Agency
Toll Free: 1-800-959-8281

6.4
Tax Credits

The following tax credits can be applied for each year by filling out your income tax form:

GST/HST CREDIT

The GST/HST credit is a tax free quarterly payment that helps individuals and families with low or modest incomes offset all or part of the GST or HST that they pay.

For more information, contact:
Canada Revenue Agency
Toll Free: 1-800-959-1953
Website: www.cra-arc.gc.ca/bnfts/gsthst/menu-eng.html

DISABILITY TAX CREDIT

The Disability Tax Credit is a non refundable tax credit available to individuals who have an impairment in physical or mental functions that is severe and prolonged. A health care provider must complete the Disability Tax Credit Certificate (Form T2201) which must then be approved by the Canada Revenue Agency before you can claim the tax credit on your income tax and benefit return.

- If you qualify for the Federal Disability Tax Credit you may be eligible to receive the Manitoba Disability Tax Credit.

For more information, contact the Canada Revenue Agency (see page 60); or go to: www.cra-arc.gc.ca/disability/

EDUCATION PROPERTY TAX CREDIT (EPTC)

The basic credit for 2013 is $700. If your income is below a defined level and you are a senior, you may qualify for an additional amount. The seniors' EPTC maximum increased to $1,100 in 2013. For more information, contact the Manitoba Tax Assistance Office (see page 60).

MANITOBA FAMILY TAX BENEFIT

The Manitoba Family Tax Benefit reduces the amount of Manitoba tax payable. In addition to the basic credit, taxpayers 65 and over may be eligible to claim an additional amount for themselves and a dependant spouse age 65 and over on form MB428-A. For

more information, contact the Manitoba Tax Assistance Office (see page 60).

PERSONAL TAX CREDIT

The Personal Tax Credit is a refundable credit for an individual who lived in Manitoba on the last day of the tax year. She/he may claim the basic credit for self and may be eligible to claim additional amounts for a dependant spouse, age 65 and older, a spouse age 65 and over, and disability amounts on form MB479. For more information, contact the Manitoba Tax Assistance Office (see page 60).

PRIMARY CAREGIVER TAX CREDIT

Caregivers may be eligible for Manitoba's Primary Caregiver Tax Credit of $1,275 per care recipient to a maximum of three. For more information, contact the Manitoba Tax Assistance Office (see page 60) or Manitoba Health 204-788-6646.

PUBLIC TRANSIT TAX CREDIT

Individuals can claim the total amount paid for public transit passes, or for the cost of passes for multiple systems on line 364 of the Federal Income Tax Return. This includes the cost of monthly passes or of longer duration such as for travel on public transit. For more information, contact Canada Revenue Agency (see page 60).

SCHOOL TAX ASSISTANCE FOR TENANTS/HOMEOWNERS 55+

School Tax Assistance for Tenants and Homeowners, aged 55+, provides annual funds to offset the school tax portion of municipal taxes or rental costs. School tax assistance benefits are paid to eligible applicants once a year. Tenants must apply by application. Homeowners must apply on Form MB479 of the income tax return.

For more information or to receive a copy of the application, contact:

Tenants should contact:

Family Services
Provincial Services Branch
102 - 114 Garry Street
Winnipeg, MB R3C 1G1
Phone: 204-945-2197
Toll Free: 1-877-587-6224
Email: csd@gov.mb.ca
Website:
www.gov.mb.ca/fs/assistance/stat55

Homeowners should contact:

Manitoba Tax Assistance Office
(see page 60)

SENIORS SCHOOL TAX REBATE

The school division special levy paid by eligible senior homeowners on qualifying residential properties is being eliminated, starting in 2014. If property tax credits fully offset school taxes, the Rebate will begin to apply once school taxes exceed property taxes. For more information, contact the Manitoba Tax Assistance Office (see page 60).

FEDERAL PENSION TAX CREDIT

Individuals may be able to claim up to $2,000 of a non refundable tax credit if you reported eligible pension, superannuation, or annuity payments on line 115, line 116, and/or line 129 of the Federal Income Tax Return. For more information, contact Canada Revenue Agency (see page 60).

MANITOBA PENSION INCOME AMOUNT

Manitoba taxpayers are eligible to claim a specified amount on form MB428 if they receive pension or annuity income. For more information, contact the Manitoba Tax Assistance Office (see page 60).

6.5
Employment and Retirement

OPPORTUNITIES FOR EMPLOYMENT-MATURE WORKER PROGRAM

The Mature Worker Program provides free employment services to Winnipeg residents age 50+. The goal is to find meaningful full-time, part-time employment through a variety of services, including:

- one-on-one consultations with an employment consultant
- career exploration
- job-seeking support
- networking opportunities
- interview preparation
- resume development
- access to our job resource area
- workshops

For more information, contact:

Mature Worker Program
Opportunities for Employment
300-294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 204-925-6891
Email: ofe@ofe.ca
Website: www.ofe.ca

THIRDQUARTER

The ThirdQuarter is a national non-profit organization, specializing in recruitment services for mature Canadian job seekers aged 45 and up, who are in the third quarter of their careers. They bridge the gap between talented people looking for work and the businesses that need their expertise.

For more information, contact:

ThirdQuarter-Head Office
1400-191 Lombard
Winnipeg, MB R3B 0X1
Toll Free: 1-855-286-0306
Email: info@thirdquarter.ca
Website: www.thirdquarter.ca

WINNIPEG TRANSITION CENTRE

The Winnipeg Transition Centre offers employment counselling and assistance, recruitment, and professional development courses.

For more information, contact:

Winnipeg Transition Centre
1836 Main Street
Winnipeg, MB R2V 3H2
Phone: 204-338-3899

OFFICE OF THE SUPERINTENDENT-PENSION COMMISSION

The Office of the Superintendent-Pension Commission of Manitoba is a regulatory agency responsible for the administration of *The Pension Benefits Act* (the Act). The mandate of the Office of the Superintendent is to promote the establishment, extension and improvement of pension plans. If you would like more information about the office's services, employer sponsored pension plans or the act and regulation, contact:

Manitoba Pension Commission
Room 1004 - 401 York Avenue
Winnipeg, MB R3C 0P8
Phone: 204-945-2740
Toll Free: 1-800-282-8069 ext. 2740
TTY: 204-945-4796
Email: pensions@gov.mb.ca
Website: www.gov.mb.ca/labour/pension

6.6
Financial Counselling

COMMUNITY FINANCIAL COUNSELLING SERVICES

Community Financial Counselling Services provides confidential financial assessment, credit counselling and information on money

management to individuals and families, in person or by phone. They also offer:

- negotiation with creditors to set up repayment plans
- presentations on consumer credit and financial management
- financial counselling for problem gamblers and affected family members
- free tax preparation services for low/fixed income earners during March/April of each year

For more information, contact:

Community Financial Counselling Services
516-294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 204-989-1900
Toll Free: 1-888-573-2383
Email: info@cfcs.mb.ca
Website: www.debthelpmanitoba.com

6.7 Trustee Services

PUBLIC TRUSTEE

The Public Trustee is both a person and a branch of Manitoba Justice that provides trustee services, for a fee. It helps Manitobans who are in situations where no one else is capable, suitable or willing to do so. Services include:

- act as committee or substitute decision maker of last resort for people who are not mentally capable of managing their own affairs, and who do not have anyone willing, able or suitable to manage for them
- accept Powers of Attorney from competent but vulnerable adults who have no one else willing, suitable or able to act as attorney, and who wish the Public Trustee to act in that capacity
- administer estates of people who died in Manitoba with no one else capable or willing to act as personal representative
- administer trust money for people under 18 years of age

For more information, contact the office nearest you:

The Public Trustee
500-155 Carlton Street
Winnipeg, MB R3C 5R9
Phone: 204-945-2700
Email: publictrustee@gov.mb.ca
Website: www.gov.mb.ca/publictrustee

340 - 9th Street, Room 134
Brandon, MB R7A 6C2
Phone: 204-726-7025
Toll Free: 1-800-282-8069

6.8 Consumer Information and Protection

CONSUMER PROTECTION OFFICE

The Consumer Protection Office administers consumer protection legislation for the Province of Manitoba under *The Consumer Protection Act, The Business Practices Act, The Personal Investigations Act, The Hearing Aid Act, the Bedding and Other Upholstered or Stuffed Articles Regulation under The Public Health Act*, and *Part III Reverse Mortgage Loans of The Mortgage Act*. They are responsible for:

- licensing and regulating payday lenders
- licensing companies and individuals that direct sell
- licensing collection agents and registers collectors
- certifying hearing aid dealers
- authorizing charitable fundraising
- registering manufacturers and renovators of stuffed articles

- hearing, mediating and investigating consumer related complaints
- providing consumer information/education program information on consumer rights and responsibilities (ex. frauds, scams and identify theft)

If you have a question or complaint about a purchase or lease of goods or services, repair, door-to-door sale, debt collection, charitable fundraiser, hearing aid dealers or any business practice that affects you as a consumer, contact:

Consumer Protection Office
302 - 258 Portage Avenue
Winnipeg, MB R3C 0B6
Phone: 204-945-3800
Toll Free: 1-800-782-0067
Email: consumers@gov.mb.ca
Website: www.gov.mb.ca/cca/cpo/

CONSUMERS' ASSOCIATION OF CANADA (MANITOBA)

The Manitoba's Consumers' Association of Canada (CAC Manitoba) branch is a non profit, volunteer organization that informs consumers and represents consumer interests in Manitoba. CAC Manitoba operates an InfoCentre which provides information on:

- product testing and pre-purchase information
- how and where to complain
- how to protect against frauds and scams
- help accessing government departments or organizations that will best meet your needs

For more information, contact:

Consumer INFOCentre
17 - 222 Osborne Street South
Winnipeg, MB R3L 1Z3
Phone: 204-452-2572
Toll Free: 1-888-596-0900
Email: cacManitoba@mymts.net

FINANCIAL INSTITUTIONS REGULATION BRANCH (FIRB)

The FIRB regulates financial institutions (credit unions, caisses populaires, insurance companies, trust and loan companies) in Manitoba. The FIRB can:

- advise you if the financial institution you are dealing with is legally registered
- answer questions about financial institutions
- investigate complaints about a financial institution

For more information, contact:

Financial Institutions Regulation Branch
1115 - 405 Broadway
Winnipeg, MB R3C 3L6
Phone: 204-945-2542
Toll Free: 1-800-282-8069
Email: insurance@gov.mb.ca
Website: www.gov.mb.ca/firb

LIQUOR AND GAMING AUTHORITY OF MANITOBA (LGA)

On April 1, 2014, the Manitoba Gaming Control Commission and the Manitoba Liquor Control Commission's Regulatory Services Division combined to become a single regulatory agency – the Liquor and Gaming Authority of Manitoba (LGA). The LGA licenses liquor sales, service and manufacturing, and licenses gaming employees, products and operations in Manitoba.

The LGA is neither pro- nor anti-liquor or gaming. We strive to be neutral about the products and services we regulate and to provide a high standard of service through a balanced and independent approach. We provide programming that encourages responsible liquor consumption and responsible gambling, conduct research and obtain public input on liquor and gaming.

If you have a question or concern about a gaming activity or a venue/event with a liquor license in Manitoba, contact:

Liquor and Gaming Authority of Manitoba (LGA)
800 – 215 Garry Street
Winnipeg, MB R3C 3P3
Phone: 204-954-9400
Toll Free: 1-800-782-0363
Website: www.LGAmanitoba.ca

MANITOBA SECURITIES COMMISSION

The Manitoba Securities Commission is a special operating agency of the Manitoba government. It regulates the securities (investment) industry in the province. The commission:

- requires anyone selling securities in Manitoba to register with the commission
- provides a list of the people registered to sell securities
- investigates complaints of unfair treatment by investment advisors
- delivers presentations to seniors on how to avoid investment scams
- offers free, brochures on financial abuse of seniors including:
  - Identifying and Preventing Financial Abuse: A Guide for Older Manitobans
  - The ABC's of Senior Investment Fraud
  - Financial Concerns Checklist
  - Protecting Your Money: Avoiding Frauds and Scams

For more information or to discuss a concern, contact:

Manitoba Securities Commission
500-400 St. Mary Avenue
Winnipeg, MB R3C 4K5
Phone: 204-945-2548
Email: securities@gov.mb.ca
Website: www.msc.gov.mb.ca

PHONEBUSTERS AND SENIORBUSTERS ANTI-FRAUD PROGRAMS

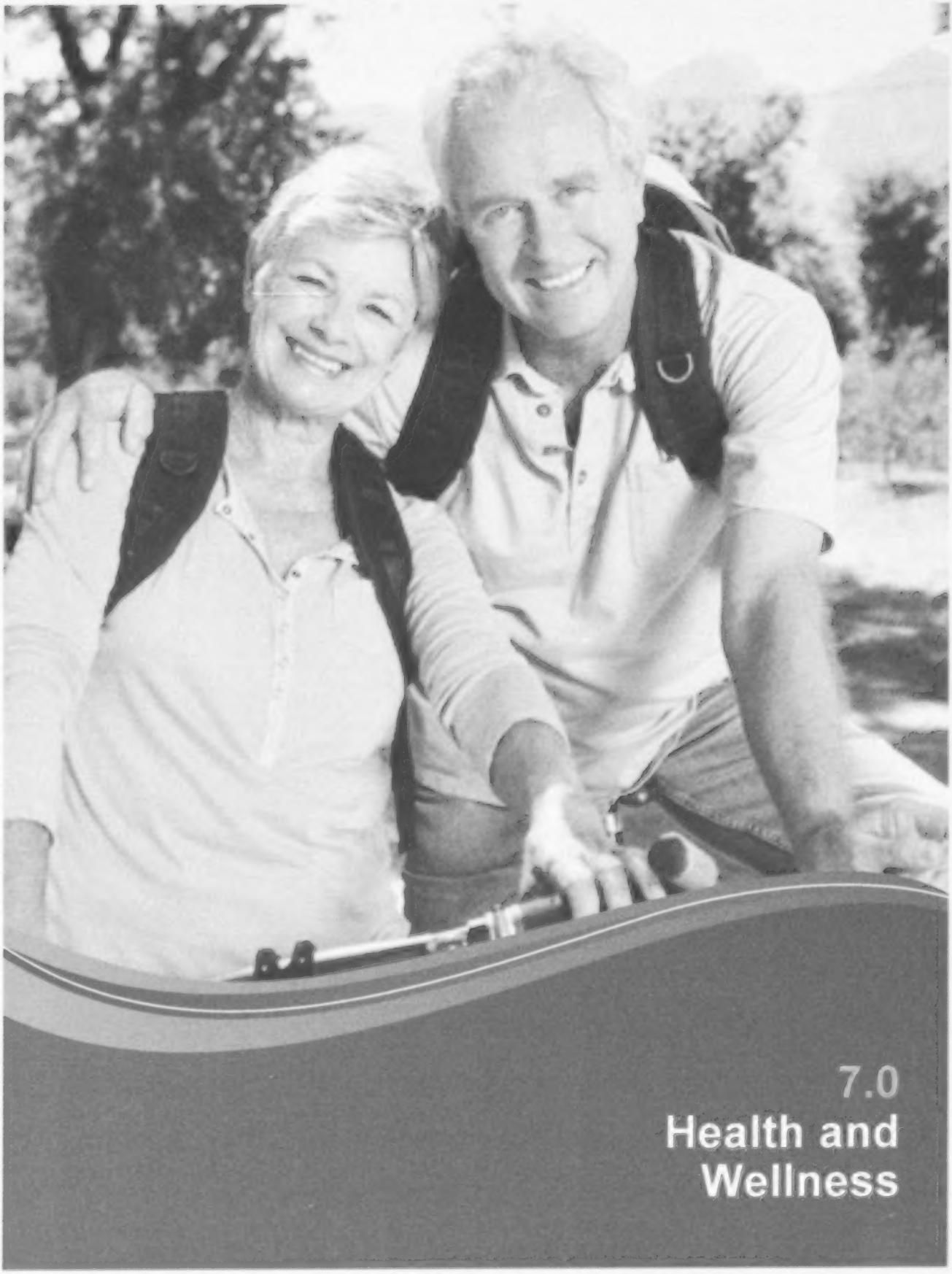
The PhoneBusters and SeniorBusters programs are operated by the Canadian Anti-Fraud Centre. The centre collects information and complaints from consumers on mass marketing fraud (by mail, telephone, door-to-door, fax and Internet) and identity theft. PhoneBusters is co-ordinated by the Royal Canadian Mounted Police in co-operation with the Ontario Provincial Police and the Competition Bureau of Canada.

SeniorBusters is a group of older adult volunteers who work to combat mass marketing fraud against seniors. Volunteers from the program will call back seniors who are victims of consumer fraud to offer education and support.

For more information, or to report a fraud, contact (Monday-Friday 8:30 a.m. to 4:30 p.m.):

Canadian Anti-Fraud Centre
Box 686
North Bay, ON P1B 8J8
Toll Free: 1-888-495-8501
Email: info@antifraudcentre.ca
Website: www.antifraudcentre.ca

Notes



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Huntington Disease Resource Centre
Manitoba Lung Association
Multiple Sclerosis Society of Canada
Osteoporosis Canada-Manitoba Chapter
Parkinson Society Manitoba
Stroke Recovery Association of MB

7.0

Health and Wellness

EMERGENCY RESPONSE INFORMATION KITS (E.R.I.K.)

E.R.I.K. was developed in response to community concerns about the availability of enough information in emergency situations. E.R.I.K includes the following:

- a health information form, which a health care professional, a pharmacist or your family may assist you with
- a place to insert your Health Care Directive or Living Will, if you have one
- an organ donation card, if you wish to complete it
- a sticker to place on your front entrance to notify first responders that you have an E.R.I.K.
- a plastic folder with a magnet to hold the information on the front of your fridge

The kit is for seniors, chronically ill people, those who live alone, who have caregivers, who have speech difficulties or communication issues. Once completed, kits must be placed on your refrigerator. You may also want to take a copy of E.R.I.K. with you when you travel. It is important to keep your E.R.I.K up-to-date. To receive an E.R.I.K. or for more information, contact your local Seniors Community Resource Council (see pages 9 to 16).

FAMILY DOCTOR CONNECTION PROGRAM (FDCP)

The Family Doctor Connection Program helps to connect Manitobans to a family doctor or nurse practitioner. If you live in Manitoba and need a regular health care provider you can call the line to register with the program. When you call you will be asked for basic information, including where you live and your preferences for the type of provider (ex. gender, location, language). Your health region will then help find a provider or clinic that is accepting new patients in a location that works for you. This service is available in both English and French.

For more information contact:

Family Doctor Connection Program
Phone: 204-786-7111
Toll Free 1-866-690-8260
TDD: 204-774-8618
TDD/TTY Relay Service: 711 or 1-800-855-0511

HEALTH E-PLAN

Health e-Plan is a secure, interactive online tool that can help you better understand your current health and learn ways to improve it. Health e-Plan gives information and provides

added encouragement with a rewards program to help keep you motivated over time. Health e-Plan involves four easy steps:

1. Assess your health
2. Set goals
3. Take action
4. Track your progress

For more information, contact:
Health e-Plan
Phone: 204-788-6790
Email: healthe-plan@gov.mb.ca
Website: www.gov.mb.ca/healtheplan/

HEALTH LINKS–INFO SANTÉ

Health Links – Info Santé is a province-wide program that offers triage services, health information and referral, and nurse advice to callers 24 hours a day, seven days a week in over 100 languages. Services include:

- symptom assessment and triage
- referral to the most appropriate level of care
- general health information
- assistance finding health resources in local communities

For more information, contact:
Health Links-Info Santé
Phone: 204-788-8200
Toll Free: 1-888-315-9257

DIAL-A-DIETITIAN

Dial-a-Dietitian connects callers to a registered dietitian, a licensed health professional who can put the science of nutrition into everyday practical advice. The registered dietitian answers your nutrition questions and offer advice on food and nutrition. Written resources can also be mailed to you. This service is free and available to all Manitobans.

For more information, contact (Monday to Friday, 8 a.m. to 6 p.m.):
Dial-a-Dietitian
Phone: 204-788-8248
Toll Free: 1-877-830-2892

MEDICATION INFORMATION LINE FOR EVERYONE (MILE)

Operated by the University of Manitoba, the line has a pharmacist to answer questions about prescription, non-prescription medicines, vitamins, supplements, herbal or natural products, drug interactions, herb drug interactions and proper drug use.

For more information, contact (Monday to Friday, 9:30 a.m. to 2:30 p.m.):
MILE
Room 111, University Centre Building
Winnipeg, MB R3T 2N2
Phone: 204-474-6493
Toll Free: 1-800-432-1960 ext. 6493
Email: mile_resource@umanitoba.ca
Website: www.umanitoba.ca/campus/pharmacy/mile/index.html

TELECARE / TÉLÉSOINS MANITOBA

TeleCARE / TéléSOINS Manitoba is a telephone or telehealth based self-management program for people diagnosed with heart failure or Type 2 diabetes or those at risk for developing Type 2 diabetes. Health professionals assess your health, monitor any symptoms you may have and provide education, tools and support to help you self manage your condition from home. You will learn about nutrition, exercise, medications, self-monitoring and how to manage any complications that may arise.

For more information, contact (Monday to Friday 8:00 a.m. to 8:00 p.m.):
TeleCARE/ TéléSOINS Manitoba
Phone: 204-788-8686
Toll Free: 1-866-204-3737

7.1

Health Services and Supports

REGIONAL HEALTH AUTHORITIES (RHA)

RHAs are health boards responsible for the delivery of health care services to Manitobans. They provide an organized, sustainable health system that balances health promotion, disease prevention and institutional and community based services. They have community offices and health centres across the province where you can access public health, home care, community mental health and in some cases receive primary care services. For more information, contact the RHA or health centre in your community. A map of the RHAs can be found on page 7:

INTERLAKE EASTERN REGIONAL HEALTH AUTHORITY:

233A Main Street
Selkirk, MB R1A 1S1
Phone: 204-785-4700
Toll Free: 1-888-488-2299
Email: info@ierha.ca
Website: www.ierha.ca

NORTHERN HEALTH REGION:

Website: www.northernhealthregion.ca

Regional Office
84 Church Street
Flin Flon, MB R8A 1L8
Phone: 204-687-1300
Toll Free: 1-888-340-6742

Regional Office
163 Edwards Avenue
The Pas, MB R9A 1K2
Phone: 204-627-6800
Toll Free: 1-888-340-6742

Regional Office
867 Thompson Drive South
Thompson, MB R8N 1Z4
Phone: 204-677-5350
Toll Free: 1-888-340-6742

PRAIRIE MOUNTAIN HEALTH:

Email: pmh@phm-mb.ca
Website: www.prairiemountainhealth.ca

Home Care Office
B-150 7th Street
Brandon, MB R7A 7M2
Phone: 204-578-2325

Box 579, 192 First Avenue West
Souris, MB R0K 2C0
Phone: 204-483-5000
Toll Free: 1-888-682-2253

625 - 3rd Street S.W.
Dauphin, MB R7N 1R7
Phone 204-638-2118
Toll Free: 1-800-259-7541

SOUTHERN HEALTH-SANTÉ SUD:

Email: info@southernhealth.ca
Website: www.southernhealth.ca

Regional Office-Southport
180 Centennaire Drive
Southport, MB R0H 1N1
Phone: 204-428-2720
Toll Free: 1-800-742-6509

Regional Office-La Broquerie
Box 470, 94 Principale
La Broquerie, MB R0A 0W0
Phone: 204-424-5880
Toll Free: 1-800-742-6509

Regional Office-Morden
3-30 Stephen Street
Morden, MB R6M 2G3
Phone: 204-822-2650
Toll Free: 1-800-742-6509

Regional Office-Notre Dame de Lourdes
Box 190, 40 Rogers Street
Notre Dame de Lourdes, MB R0G 1M0
Phone: 204-248-7250
Toll Free: 1-800-742-6509

WINNIPEG REGIONAL HEALTH AUTHORITY (INCLUDING CHURCHILL):
Email: info@wrha.mb.ca
Website: www.wrha.mb.ca

Head Office
4th Floor, 650 Main Street
Winnipeg, MB R3B 1E2
Phone: 204-926-7000

Health Services for the Elderly
425 Elgin Avenue
Winnipeg, MB R3A 1P2
Phone 204-940-1637

ACCESS River East
975 Henderson Highway
Winnipeg, MB R2K 4L7
Phone: 204-938-5000

WRHA Assiniboine South
Health and Social Service Centre
3401 Roblin Boulevard
Winnipeg, MB R3R 0C6
Phone: 204-940-1950
TTY: 204-940-1955

Access Downtown, Health Action Centre
640 Main Street
Winnipeg, MB R3B 1E2
Phone: 204-940-1626

WRHA Fort Garry Community Office
2735 Pembina Highway
Winnipeg, MB R3T 2H5
Phone: 204-940-2015

ACCESS Norwest
785 Keewatin Street
Winnipeg, MB R2X 3B9
Phone: 204-938-5908

WRHA Point Douglas Community Office
601 Aikens Street
Winnipeg, MB R2W 4J5
Phone: 204-940-2025

WRHA River Heights Primary Care Clinic
1001 Corydon Avenue
Winnipeg, MB R3M 0B6
Phone: 204-940-2000

WRHA River Heights
Health and Social Services
6-667 Stafford Street
Winnipeg, MB R3M 2X7
Phone: 204-938-5500

WRHA Seven Oaks
Health and Social Services
Unit 3 – 1050 Leila Avenue
Winnipeg, MB R2P 1W6
Phone: 204-938-5600

WRHA St. Boniface Community Office
240 – 614 Rue Des Meurons
Winnipeg, MB R2H 2P9
Phone: 204-940-2035

WRHA St. James – Assiniboia
Health and Social Services Centre
2nd Floor, 2015 Portage Avenue
Winnipeg, MB R3J 0K3
Phone: 204-940-2040

ACCESS Winnipeg West
208 Booth Drive
Winnipeg, MB R3J 3M7
Phone: 204-940-2040

WRHA St. Vital Community Office
6 - 845 Dakota Street
Winnipeg, MB R2M 5M3
Phone: 204-940-2045

ACCESS Transcona
845 Regent Avenue West
Winnipeg, MB R2C 3A9
Phone: 204-938-5555

Churchill Health Centre
Box 2500
Churchill, MB R0B 0E0
Phone: 204-675-8881
Website: www.churchillrha.com

QUICKCARE CLINICS

QuickCare Clinics provide walk-in and appointment access to health care services when regular primary care services may not be available. Clinics are staffed by registered nurses and nurse practitioners, who diagnose and treat minor health issues that do not require emergency care. They are not a replacement for regular visits with your health care provider. However, they are designed to help you access the health care you need, when your regular provider isn't available. Information about your visit to a QuickCare clinic can be shared (if you like) with your regular health care provider to keep your medical records accurate and up-to-date. If you don't have a regular health care provider when you visit one of these clinics, staff can also help you look for one.

For more information, visit or contact a QuickCare location:

- 363 McGregor Avenue, **Winnipeg**: 204-940-1963
- 17 St. Mary's Road, **Winnipeg**: 204-940-4332
- Clearspring Mall, **Steinbach**: 204-326-7569
- 1020 Manitoba Avenue, **Selkirk**: 204-482-4399

Website: www.gov.mb.ca/health/primarycare/quickcare.html

HOME CARE PROGRAM

Each regional health authority operates a Home Care Program which provides home health care services and support to individuals so they remain independent and at home for as long as safely possible. Services provided may include:

- personal care
- home support
- nursing, respite/caregiver relief
- occupational and physical therapy assessments
- household maintenance
- referrals to other agencies
- referrals to adult day programs
- service coordination and assessments for long-term care and specialty services

Services can be requested by the individual, the family or by a doctor. Once Home Care receives a request for service, a Home Care case co-ordinator will meet with the individual and any other caregivers at home to discuss care needs. Based on the information gathered, the co-ordinator will develop a care plan to help the individual manage at home.

If other services are needed (ex. long-term care or alternative housing options) they can be accessed any time by requesting this information from your Home Care case co-ordinator.

If the individual becomes ill and is admitted to hospital, the hospital will inform the Home

Care Program and a new plan will be made for when the person returns home. If the individual cannot return home, the case co-ordinator can help access appropriate housing and care options (ex. supportive housing, companion care, personal care homes, chronic care hospital placement).

For a copy of the Home Care Guidebook, go to: www.gov.mb.ca/health/homecare/guide

For more information, call the Home Care office nearest you. Below is a list of all the offices in Manitoba according to regional health authority.

INTERLAKE-EASTERN REGIONAL HEALTH AUTHORITY:

Arborg Community Health Office
Box 423, 317 River Road
Arborg, MB R0C 0A0
Phone: 204-376-5559

Ashern-Community Health and Family Services
Box 310, 43 Railway Avenue
Ashern, MB R0C 0E0
Phone: 204-768-2585

Beausejour/ Brokenhead Home Care Office
Box 550, 151-1st Street
Beausejour, MB R0E 0C0
Phone: 204-268-7471 or 204-268-7474

Eriksdale Community Health Office
Eriksdale Wellness Centre
Box 503, 35 Railway Avenue
Eriksdale, MB R0C 0W0
Phone: 204-739-4408

Fisher Community Health Office
Fisher Personal Care Home
Box 119, 7 Chalet Drive
Fisher Branch, MB R0C 0Z0
Phone: 204-372-8703

Gimli Community Health and Family Services
Johnson Memorial Hospital
Box 250, 120 6th Avenue
Gimli, MB R0C 1B0
Phone: 204-642-4595

Lac du Bonnet/Pinawa Home Care Office
Box 1030, 89 McIntosh Street
Lac du Bonnet, MB R0E 1A0
Phone: 204-345-1217 or 204-345-1235

Lundar Community Health Office
Lundar Personal Care Home
Box 296, 97-1st Street South
Lundar, MB R0C 1Y0
Phone: 204-762-5469

Springfield/Oakbank Home Care Office
Box 28, 689 Main Street
Oakbank, MB R0E 1J0
Phone: 204-444-6119 or 204-444-6139

Pine Falls/Powerview and Area Home Care Office
Box 548, 37 Maple Street
Powerview-Pine Falls, MB R0E 1M0
Phone: 204-367-5403

Selkirk Community Health Office
201 - 237 Manitoba Avenue
Selkirk, MB R1A 0Y4
Phone: 204-785-7703

Stonewall and District Health Centre
Box 280,
589 - 3rd Avenue South
Stonewall, MB R0C 2Z0
Phone: 204-467-4400

St. Laurent Community Health Office
1 Parish Lane
St. Laurent, MB R0C 2S0
Phone: 204-646-2504

Teulon Community Health Office
Box 89, 162-3rd Avenue
Teulon, MB R0C 3B0
Phone: 204-886-4065

Whitemouth/Reynolds Home Care Office
Box 160, 75 Hospital Street
Whitemouth, MB R0E 2G0
Phone: 204-348-4609 or 204-348-4608

NORTHERN REGION:

Home Care Program
50 Church Street
Flin Flon, MB R8A 1K5
Phone: 204-687-9333

Gilliam Hospital
Box 2000
Gilliam, MB R0B 0L0
Phone: 204-652-2600
ext. 201

Ilford Community Centre
53 First Street
Ilford, MB R0B OSO
Phone: 204-288-4348

Leaf Rapids Health Centre
Box 370
Leaf Rapids, MB R0B 0W0
Phone: 204-473-2441

Lynn Lake Hospital and Clinic
Box 2030
Lynn Lake, MB R0B 1W0
Phone: 204-356-2474

Pikwitonei Health Centre
Pikwitonei, MB R0B 1E0
Phone: 204-458-2402

Snow Lake Home Care
Box 453, 100 Lake Shore Drive East
Snow Lake, MB R0B 1M0
Phone: 204-358-2637

Primary Health Care Centre
Box 240, 111 Cook Avenue
The Pas, MB R8A IK4
Phone: 204-623 9690

Home Care Program
867 Thompson Drive South
Thompson, MB R8N 1Z4
Phone: 204-778-1427

Thicket Portage Community Health Centre
398 Evens Avenue
Thicket Portage, MB
R0B 1R0
Phone: 204-286-3254

Wabowden Community Health Centre
Box 179
Wabowden, MB R0B 1S0
Phone: 204-689-2600

Non-First Nation community members in Cross Lake, Norway House and South Indian Lake can contact the Thompson office at 204-778-1427.

PRAIRIE MOUNTAIN HEALTH:

Baldur Health Unit
Box 38
Baldur, MB R0K 0B0
Phone: 204-535-2927

Benito Community Health Services
Box 490, 200 - 1st Street East
Benito, MB R0L 1Z0
Phone: 204-539-2075

Birtle Health Unit
c/o Birtle Health Centre
Box 2000
Birtle, MB R0M 0C0
Phone: 204-842-3399

Boissevain Health Unit
Box 899
Boissevain, MB R0K 0E0
Phone: 204-534-3343

Brandon Home Care Program
B - 150 - 7th Street
Brandon, MB R7A 7M2
Phone: 204-578-2325

Cartwright Health Unit
Box 118
Cartwright, MB R0K 0L0
Phone: 204-529-2483

Carberry Health Unit
c/o Carberry Health Centre
Box 332
Carberry, MB R0K 0H0
Phone: 204-834-2565

Dauphin Community Health Services
625-3rd Street SW
Dauphin, MB R7N 1R7
Phone: 204-638-2118

Deloraine Health Unit
Box 547
Deloraine, MB R0M 0M0
Phone: 204-747-1822

Erickson Health Unit
Box 98
Erickson, MB R0J 0P0
Phone: 204-636-6803

Glenboro Health Unit
Box 310
Glenboro, MB R0K 0X0
Phone: 204-827-5310

Grandview Community Health Services
Box 339, 644 Mill Street
Grandview, MB R0L 0Y0
Phone: 204-546-5150

Hamiota Health Unit
c/o Hamiota Health Centre
177 Birch Avenue East
Hamiota, MB R0M 0T0
Phone: 204-764-4206

Killarney Health Unit
Box 940
Killarney, MB R0K 1G0
Phone: 204-523-3205

McCreary Community Health Services
Box 208, 613 PTH 50
McCreary, MB R0J 1B0
Phone: 204-835-5010

Melita Health Unit
Box 459
Melita, MB R0M 1L0
Phone: 204-522-4311

Minnedosa Health Unit
c/o Minnedosa Health Centre
Box 960
Minnedosa, MB R0J 1E0
Phone: 204-867-8716

Neepawa Health Unit
Box 1240
Neepawa, MB R0J 1H0
Phone: 204-476-2341

Reston Health Unit
Box 250
Reston, MB R0M 1X0
Phone: 204-877-3925

Rivers Health Unit
Box 428
c/o Rivers Health Centre
Rivers, MB R0K 1X0
Phone: 204-328-5321

Roblin Community Health Services
Box 880, 115 Hospital Street
Roblin, MB R0L 1P0
Phone: 204-937-2151

Rossburn Health Unit
c/o Rossburn Health Centre
Box 443
Rossburn, MB R0J 1V0
Phone: 204-859-5302

Russell Health Unit
c/o Russell Health Centre
Russell, MB R0J 1W0
Phone: 204-773-7562

Shoal Lake Health Unit
c/o Shoal Lake/Strathclair Health Centre
Box 490
Shoal Lake, MB R0J 1Z0
Phone: 204-759-2686

Souris Health Unit
Box 790
Souris, MB R0K 2C0
Phone: 204-483-6221

Ste. Rose Community Health Services
Box 149, 603
1st Avenue East
Ste. Rose du Lac, MB
R0L 1S0
Phone: 204-447-4080

Swan River Community Health Services
Box 1028,
205 – 5th Avenue North
Swan River, MB R0L 1Z0
Phone: 204-734-6602

Treherne Health Unit
Box 63
Treherne, MB R0G 2V0
Phone: 204-723-3401

Virden Health Unit
Box 10
Virden, MB R0M 2C0
Phone: 204-748-4339

Wawanesa Health Unit
Box 309
Wawanesa, MB R0K 2G0
Phone: 204-824-2821

Winnipegosis Community Health Services
Box 340, 230 Bridge Street
Winnipegosis, MB R0L 2G0
Phone: 204-656-4721

SOUTHERN HEALTH/ SANTÉ SUD:

Altona Home Care
238 - 5th Avenue North East
Altona, MB R0G 0B0
Phone: 204-324-6458

Carman Home Care
c/o Carman Memorial Hospital
Box 807
Carman, MB R0G 0J0
Phone: 204-745-5573

Crystal City Home Care
Box 123
Crystal City, MB R0K 0N0
Phone: 204-873-3030

Community Services
Box 156
Dominion City, MB R0A 0H0
Phone: 204-427-3461

Gladstone Home Care
c/o Seven Regions
Health Centre
Box 1000, 24 Mill Street
Gladstone, MB R0J 0T0
Phone: 204-385-3050

MacGregor Home Care
Box 123
MacGregor, MB R0H 0R0
Phone: 204-685-5706

Manitou Home Care
c/o Pembina Manitou
Health Centre
Box 329
Manitou, MB R0G 1G0
Phone: 204-242-2914

Morris Home Care
Box 189,
215 Railroad Avenue East
Morris, MB R0G 1K0
Phone: 204-746-7351

Niverville Primary Health Care Centre
Box 538
Niverville, MB R0A 1E0
Phone: 204-388-2039

Notre Dame Home Care
Box 130, 44 Rogers Street
Notre Dame, MB R0G 1M0
Phone: 204-248-2121

Portage Home Care
25 Tupper Street North
Portage la Prairie, MB
R1N 3K1
Phone: 204-239-2410

East Borderland Primary Health Care Centre
Box 11
Sprague, MB R0A 1Z0
Phone: 204-437-7212

Starbuck Home Care
Box 182, 3 Railway Street
Starbuck, MB R0G 2P0
Phone: 204-735-3193

Community Health Office
Box 2560
Steinbach, MB R0A 2A0
Phone: 204-346-7004

Community Health Office
Unit A - 30 Dawson Road
Ste. Anne, MB R5H 1B5
Phone: 204-422-7068

St. Claude Home Care
Box 400, 33 Roy Street
St. Claude, MB R0G 1Z0
Phone: 204-379-2585
ext. 257

Centre de Santé Montcalm Health Centre Home Care
Box 383, 218 Caron Street
St. Jean Baptiste, MB
R0G 2B0
Phone: 204-758-3031 ext. 2

St. Malo Home Care
Box 1010 Chalet Malouin
St. Malo, MB R0A 1T0
Phone 204-347-5117

Community Services
Box 88
St. Pierre-Jolys, MB
R0A 1V0
Phone: 204-433-7636
ext. 4404

Community Services
Box 119
Vita, MB R0A 2K0
Phone: 204-425-3859
ext. 6205

Boundary Trails Health Centre Home Care
Box 2000
Winkler, MB R6W 4B8
Phone: 204-331-8841

WINNIPEG REGIONAL HEALTH AUTHORITY:
Winnipeg Home Care Central Intake
Phone: 204-788-8330

Churchill Home Care
Churchill, MB R0B 0E0
Phone: 204-675-8881

If you have concerns about your home care service, contact the Manitoba Health Appeal Board (see page 78).

SELF AND FAMILY MANAGED HOME CARE PROGRAM (SFMCP)

Manitobans may be eligible to manage home care personal attendant services or to be paid for home care services they provide to family members through the SFMCP.

- Eligibility of a Home Care client for the SFMCP and eligibility of family member for payment is determined by the regional health authority (RHA)
- Self and family managed programs are options for individuals who have been receiving provincial home care services for at least one year

For more information on the program and the eligibility requirements, go to www.gov.mb.ca/health/homecare/nonprof.html; or contact your RHA Home Care office (see pages 74 to 77).

MANITOBAN HEALTH APPEAL BOARD

If you have concerns about your home care service or you disagree with a decision made by an assessment panel about your application for placement in a personal care home, you should first talk to your case co-ordinator or his/her supervisor to try and resolve your concerns. If you are still not satisfied, you may file a Notice of Appeal with the Manitoba Health Appeal Board but only for the following issues:

- your eligibility to receive home care services
- the level and/or type of home care services to be provided
- an assessment panel's decision regarding your placement in a personal care home

For more information on the board and the hearing process, filing an appeal and/or to receive a copy of the Notice of Appeal and Representative Authorization forms (available in English and French), contact:

Manitoba Health Appeal Board
Room 102 – 500 Portage Avenue
Winnipeg, MB R3C 3X1
Phone: 204-945-5408
Toll Free: 1-800-744-3257
Email: appeals@gov.mb.ca
Website: www.gov.mb.ca/health/appealboard

GERIATRIC PROGRAM ASSESSMENT TEAM (GPAT)

The GPAT program assesses frail people over the age of 65 years, living in Winnipeg. Anyone can refer to this service. Clients are seen by a geriatric clinician in their homes or a hospital for an assessment of the following problems:

- mobility impaired function/activities of daily living
- confusion/dementia
- incontinence (toiletting)
- depression
- inadequate social supports
- medication issues (poly pharmacy)

For more information, contact:
Geriatric Program Assessment Team
Winnipeg, MB
Phone: 204-982-0140

HEALTHY AGING RESOURCE TEAM

The Healthy Aging Resource Team is made up of two community health care professionals in Winnipeg. They work in the community to promote health, increase awareness about injury and illness prevention, provide primary care and mange chronic diseases for adults ages 55+. The healthy aging resource teams are committed to:

- promote health
- manage chronic disease
- prevent injury and illness
- provide health programs

- promote independent living
- work with communities

For more information, contact the team in your community.

River East/Transcona Healthy Aging Resource Team
720 Henderson Highway
Winnipeg, MB R2K 0Z5
Phone: 204-940-2114

St. James/Assiniboia/Assiniboine South Healthy Aging Resource Team
3 - 203 Duffield Street
Winnipeg, MB R3J 0L3
Phone: 204-940-3261

Downtown/Pt. Douglas Healthy Aging Resource Team
640 Main Street
Winnipeg, MB R3B 0L8
Phone: 204-940-8140

GERIATRIC DAY HOSPITALS

The geriatric day hospitals provide frail seniors over the age of 65 years with outpatient assessment and rehabilitation. The assessment may include two or more of the following disciplines: nursing, physiotherapy, occupational therapy, geriatrician, geriatric psychiatrist, social worker, pharmacist, dietitian, speech language pathology and spiritual care. Those attending day hospitals require assessment and rehabilitation, health promotion and support to remain in the community. Individuals usually attend once or twice weekly for half or full days. Transportation services are available within Winnipeg. Services extend to the surrounding area of Winnipeg. Referral must be received from the individual's primary care provider, home care co-ordinator or the hospital after an inpatient or emergency room stay.

For more information, contact your regional health authority in your area (see pages 71 to 73).

MATURE WOMEN'S CENTRE

The Mature Women's Centre located at the Victoria General Hospital provides a range of services using a nurse managed, interdisciplinary team approach with an emphasis on health promotion and disease prevention. Services include management of menopause, osteoporosis, hysterectomy alternatives and urogenital health.

For more information, contact:

Mature Women's Centre
Victoria General Hospital, 3 North
2340 Pembina Highway
Winnipeg, MB R3T 2E8
Phone: 204-477-3505
Email: info@maturewomenscentre.ca

PUBLIC HEALTH NURSING SERVICES

Public health nursing services are available throughout Manitoba to all individuals, families and groups in a variety of settings such as homes, community clinics and community centres. They focus on health promotion and the prevention of disease and injuries. Services include:

- assessment of health needs
- health teaching and counseling
- immunizations
- referrals
- advocacy

For more information, contact your local regional health authority or community health office (see pages 71 to 73).

7.2

Manitoba Health Insurance Plan and Benefits

All insured residents of Manitoba are covered by the health insurance plan administered by Manitoba Health. Each Manitoban is given a Manitoba Health Card with a nine-digit lifetime identification number (for details on health cards see page 80). Manitoba Health will cover the following medical and practitioners' services:

- physician services that are medically required for you or your dependants (Manitoba Health pays physicians directly)
- patients who are billed for insured services by physicians who practice outside the plan
- surgery/anaesthesia
- x-ray and laboratory services in approved facilities when ordered by a physician
- eye exams by optometrists for individuals 65+ (see page 80)
- chiropractic services to a maximum of 12 visits per Manitoba resident per calendar year
- dental surgeons for certain dental procedures when hospitalization is required

Manitoba Health will also cover the following hospital services:

- accommodation and meals at the standard level
- necessary nursing services
- laboratory, x-ray and diagnostic procedures
- medications administered in a hospital
- use of the operating room, care room and anesthetic facilities
- routine surgical supplies
- occupational, speech and physiotherapy
- dietetic counselling

For more information (English or French), contact:

Manitoba Health –
Insured Benefits Branch
300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 204-786-7101
Toll Free: 1-800-392-1207
TDD: 204-774-8618
Toll Free: 1-800-855-0511
Email: insuredben@gov.mb.ca
Website:
www.gov.mb.ca/health/mhsip/index

MANITOBA HEALTH CARD

Manitoba Health issues a card (or registration certificate) to all Manitoba residents, which includes a nine-digit lifetime identification number for each family member. Registration certificates entitle the people named on the certificate to health benefits.

- The card is white with purple and red print, and includes the previous six-digit family or single person's registration number, name and address of Manitoba resident, family member's given name and alternate (if applicable), sex, birthdate, effective date of coverage, and nine-digit Personal Health Identification Number (PHIN)
- Report all changes in addresses, marriage, birth, adoption, death, divorce or legal separation

For more information or to replace your card, contact the Manitoba Health-Insured Benefits Branch (see page 80).

EYE EXAMS FOR SENIORS

Manitoba Health under the Manitoba Health Insurance Plan will cover one complete routine eye exam every two years for individuals who are 65+. Exams for all ages will be covered if deemed medically necessary by your physician or optometrist.

For more information, contact Manitoba Health-Insured Benefits Branch (see page 80).

SENIOR EYEGLASS PROGRAM

The Manitoba Health Senior Eyeglass Program provides limited financial assistance to Manitoba residents 65+ toward the purchase of eyeglasses (one pair of eyeglasses every three year period – or more often if there is a change in vision).

- Benefits are based on a fixed fee schedule for dispensing, frames and lenses. Rebates are never calculated according to the cost of the glasses.
- The total allowable amount, based on this fee schedule, is subject to a $50 deductible. Once the deductible has been applied, Manitoba Health will reimburse 80 per cent of the remainder of the allowable total.
- The $50 deductible applies once a year (April 1 to March 31) per family. If additional glasses are required within the 12 month period, you do not have to pay the deductible again.
- Claim forms are available from optometrists and opticians.

For more information, contact:

Manitoba Health – Insured Benefits
Senior Eyeglass Program
300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 204-786-7365
Toll Free: 1-800-297-8099 ext. 7365
Email: insuredben@gov.mb.ca
Website: www.gov.mb.ca/health/mhsip/eyeglasses.html

7.3 Adult Day Programs (ADP)

Day programs provide recreational, social and health services to adults who may be socially isolated, physically frail or living with a chronic condition. They also provide respite for caregivers.

- Most regional health authorities have ADPs running throughout their areas. Applications for the Adult Day Program are completed and managed by a home care case co-ordinator
- Transportation to and from the program, mid day meals, refreshments, recreational/social activities are geared to their needs and abilities

For more information, contact your regional health authority (see pages 71 to 73) or contact your home care case co-ordinator.

7.4 Pharmacare Program

Pharmacare is a drug benefit program for all Manitobans whose income is seriously affected by high prescription drug costs. Pharmacare coverage is based on total family income and the amount you pay for eligible prescription drugs.

Each year you are required to pay a portion of the cost of your eligible prescription drugs. This portion is referred to as the **pharmacare deductible**. Your deductible is based on your total family income.

There are two ways to apply to the Manitoba Pharmacare Program. The pharmacare benefit year is April 1 to March 31. You may apply anytime for either option during the benefit year. For example, March 31, 2014

is the last day to submit applications for the 2013/2014 benefit year.

Option A: One-Time Enrolment

- Fill out, sign and send the following forms to the pharmacare office: pharmacare application and consent authorization form.
- The Canada Revenue Agency will send the required income tax information electronically to Manitoba Health. For example: the 2011 income level on your income tax will determine the annual pharmacare deductible for the 2013/2014 benefit year.
- If you choose this option, you do-not need to re-apply every year. Pharmacare will automatically re-calculate your annual deductible and send that information to you by mail. The annual deductible is calculated on April 1 of each benefit year. Shortly after the beginning of each benefit year, Manitobans who selected this option will receive a letter from Manitoba Health confirming their enrollment in the program and their deductible level for the benefit year.
- To withdraw from the one-time enrollment, send your request in writing to the pharmacare office.

Option B: Annual Application (deadline for filing your 2013/14 pharmacare application is March 31, 2014)

- Fill out, sign and send the following forms to the pharmacare office: pharmacare application and consent authorization form.
- You must also include a copy of the Revenue Canada Notice of Assessment from the taxation year, two years before the beginning of the benefit year with your application. The Assessment will tell pharmacare what your total income was in 2011 (shown on line 150).
- Please note: if you chose to split pension income with your partner, you are required to submit copies of your Canada Revenue Agency Option C Summary Reports instead of the Notice of Assessments. You can request an Option C Summary Report from the Canada Revenue Agency by contacting them toll free at 1-800-959-8281.
- **If you choose this option, you must re-apply each year.**

Pharmacare program applications are available at all Manitoba pharmacies, on the Manitoba Health website or by contacting the office. To listen to a pre-recorded message that contains basic information on the pharmacare program contact 204-788-2506 (English) or 204-788-2520 (French) .

To speak with a representative from the program, contact:

Manitoba Health-Provincial Drug Programs
300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 204-786-7141
Toll Free: 1-800-297-8099
TTY-TTD: 204-774-8618 or
Relay Service: 711 or 1-800-432-4444
Website: www.gov.mb.ca/health/pharmacare

PHARMACARE DEDUCTIBLE INSTALLMENT PAYMENT PROGRAM

Sometimes a single prescription can be as much (and sometimes) more than a family's annual pharmacare deductible amount. The deductible installment payment allows eligible Manitobans to pay their annual pharmacare deductible in interest free monthly installments through their monthly Manitoba Hydro energy bill. To be considered for the payment program, applicants must:

- Be enrolled in the Manitoba pharmacare program

- Have eligible Manitoba pharmacare drug costs over a 30 day period that are equal to or above 20 per cent of their average monthly adjusted family income
- Have reached or gone above their benefit limit for specified prescription drug coverage through another drug insurance or benefit plan in which they are enrolled* as of the application date for enrolment in the payment program
- Pre-authorize Manitoba Hydro to make automated monthly withdrawals from their bank or credit union account to pay for their Manitoba Pharmacare annual deductible by way of monthly installments

After you have filled out your portion of the application form, your pharmacy will estimate your monthly drug costs and send the completed form to Manitoba Health for processing.

* Participation in the payment program could complicate and/or delay the reimbursement of those other benefits. You may be eligible to apply, once all other benefits have been exhausted.

For more information or to receive an application form (forms are also available at all pharmacies), contact:

Pharmacare Deductible Installment Payment Program
Phone: 204-945-1733
Toll Free: 1-888-519-3492
Website:
www.gov.mb.ca/health/pharmacare

HOME CANCER DRUG (HCD) PROGRAM

The HCD Program allows Manitobans who are diagnosed with cancer to access eligible outpatient oral cancer and specific supportive drugs (listed in the HCD Program formulary) at no cost to a patient who is covered by the program. The HCD Program covers only eligible medications that are used to treat cancer and/or support the treatment of cancer. If you have questions about whether a medication that has been prescribed for you is eligible for coverage through the HCD Program, ask your CancerCare Manitoba (CCMB) care provider or pharmacist. To be eligible, patients must be both:

- identified by CCMB as receiving or being scheduled to receive eligible outpatient oral cancer and specific supportive drugs
- registered with Manitoba Health's pharmacare program, including:
- being eligible for Manitoba Health coverage
- your prescriptions for eligible outpatient oral cancer and specific supportive drugs are not being covered by other provincial or federal programs

To enroll in the HCD Program, fill in a HCD Program Application Form through CCMB and register with the Manitoba Pharmacare Program. If you are not already registered with pharmacare, CCMB will help you to complete a pharmacare application and consent authorization form (available from Manitoba Health or CCMB).

Once you are registered with the HCD Program, your prescriptions for eligible outpatient oral cancer and specific supportive drugs can be filled at the Manitoba pharmacy of your choice at no cost.

For general information, contact:

CancerCare Manitoba Pharmacy
Phone: 204-787-4591

To find out if you are currently enrolled in the HCD Program and/or the Manitoba Pharmacare Program, contact Provincial Drug Programs at 204-786-7141 or toll free at 1-800-297-8099.

7.5
Therapy and Medical Services

COMMUNITY THERAPY SERVICES (CTS)

CTS is a private non profit agency that provides the services of occupational therapists, physiotherapists and other allied health professionals to help individuals live safely and independently in their own homes. Many of the agency's services are funded directly by Manitoba Health through the regional health authorities and are provided at no cost to eligible clients.

For more information, contact:

Community Therapy Services
201 - 1555 St. James Street
Winnipeg, MB R3H 1B5
Phone: 204-949-0533
Email: cts@ctsinc.mb.ca
Website: www.ctsinc.mb.ca

7.6
Dental Services

CENTRE FOR COMMUNITY ORAL HEALTH (CCOH)-DENTAL CLINICS

The CCOH provides a full range of dental services in underserved communities across Manitoba through dental clinics. Appointments are recommended but walk-ins and emergencies are welcome.

For more information, contact the dental clinic nearest you:

- **Access Downtown Dental Clinic**
  640 Main Street
  Winnipeg, MB R3B 0L8
  Phone: 204-940-3816
- **Deer Lodge Clinic**
  2109 Portage Avenue
  Winnipeg, MB R3J 0L3
  Phone: 204-831-2157
- **Churchill Dental Clinic**
  162 LaVerendrye Avenue
  Churchill, MB R0B 0E0
  Phone: 204-675-8302/2419

CCOH-HOME DENTAL CARE PROGRAM

This outreach program operated by the Centre for Community Oral Health (CCOH) provides a full range of dental services to patients who are homebound because of abscess or oral health problems. Faculty dentists and dental hygienists using a mobile van with portable dental equipment, provide care in personal care homes, senior citizens' residences, hospitals and private homes. Dental services are offered on a fee-for-service basis.

For more information, contact:

Home Dental Care Program
Deer Lodge Centre
2nd Floor - 2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 204-831-3455/56
Website: www.umanitoba.ca/faculties/dentistry/ccoh/ccoh_current_programs.html

MOUNT CARMEL CLINIC

Mount Carmel Clinic offers dental services where the costs are based on the client's ability to pay.

For more information, contact:

Mount Carmel Clinic
886 Main Street
Winnipeg, MB R2W 5L4
Phone: 204-582-2311
Website: www.mountcarmel.ca

UNIVERSITY OF MANITOBA FACULTY OF DENTISTRY

The Faculty of Dentistry at the University of Manitoba operates a clinic for teaching. If you require dental services, call the clinic to see if your needs can be met, as the availability of services changes throughout the year. Reduced fees are charged and there may be a waiting period before the first appointment.

For more information, contact:
University of Manitoba
Faculty of Dentistry
790 Bannatyne Avenue
Winnipeg, MB R3E 0W2
Phone: 204-789-3505
Website: www.umanitoba.ca/dentistry

7.7 Seniors Foot Care Services

NOR'WEST FOOT CARE PROGRAM

Specialized nursing foot care provided to seniors and others who can no longer safely care for their feet at no cost. The service is offered at 14 different locations in Winnipeg. Other services include educational presentations.

For more information, contact:
Nor'West Foot Care Program
Winnipeg, MB
Phone: 204-938-5905

FOOT CARE SERVICES FOR SENIORS

Many Senior Centres and Seniors Community Resource Councils across Manitoba offer foot care services for seniors. For more information, contact your local Senior Centre or Seniors Community Resource Council (see pages 9-16).

7.8 Other Health Services

MANITOBA BLUE CROSS

Manitoba Blue Cross offers a variety of health care plans to Manitobans to help supplement provincial government health care services. Coverage is available for:

- ambulance fees
- semi-private hospital rooms
- dental care
- prescriptions
- travel for outside Manitoba or Canada

For more information, contact (Monday to Friday 9:00 a.m. to 5:30 p.m.):
Manitoba Blue Cross
599 Empress Street
PO Box 1046
Winnipeg, MB R3C 2X7
Phone: 204-775-0151
Toll Free: 1-800-873-2583
Email: info@mb.bluecross.ca
Website: www.mb.bluecross.ca

Please see the Yellow Pages in your phone book for additional private insurers that will help meet medical costs.

7.9 Mental Health and Counselling Services

MENTAL HEALTH CRISIS CENTRE

The Crisis Response Centre is open 24 hours a day, seven days a week, and is located at 817 Bannatyne Avenue in **Winnipeg**. The centre offers walk-in assessment and treatment for those in mental crisis, along with referrals to other mental health services. The Crisis Response Centre is designed for adults who are experiencing:

- personal distress and who are at risk of harm associated with the immediate crisis, including suicide
- symptoms of a mental health condition that requires assessment and treatment
- circumstances which require de-escalation to prevent relapses
- mental health problems that, if dealt with, may prevent hospitalization
- emotional trauma, where assessment, crisis intervention and links to longer-term services can be made
- difficulty obtaining ongoing services after a crisis
- difficulty obtaining help during hours when mental health service providers are unavailable

The centre is also home to the Mobile Crisis Service for adults. To reach this team, call 204-940-1781.

A & O: SUPPORT SERVICES FOR OLDER ADULTS-COUNSELLING SERVICES

A & O: Support Services for Older Adults offers counselling services that identify, inform and help older adults and their families. Assistance is available to help seniors cope with the many transitions associated with aging, including caregiving, grief, retirement, housing, financial, depression, isolation, loneliness, and family relationships.

For more information, contact:
A & O: Support Services for Older Adults Inc.
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Toll Free: 1-888-333-3121
Email: info@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

GERIATRIC MENTAL HEALTH TEAMS

Geriatric mental health teams assess individuals over the age of 65 years, living in **Winnipeg**. Anyone can refer to this service. Clients are seen by a geriatric mental health clinician in their home or in personal care homes for an assessment of mental health issues that may include:

- dementia with behavioural or psychological symptoms
- mood disorders
- anxiety
- psychotic disorders
- personality disorders
- emotional, behavioural and cognitive complications of brain diseases

For more information, contact:
Geriatric Mental Health Teams Intake
Winnipeg, MB
Phone: 204-982-0140

MENTAL HEALTH SERVICES FOR SENIORS IN RURAL MANITOBA

Mental health services for the elderly in rural Manitoba provide assessment and short term intervention to people over the age of 65 who are experiencing mental health problems. The service will also help people under 65 years old whose cognitive impairment is related to a disease associated with aging. The team may provide consultation, supportive counselling for the person and/or family and monitor the impact of recommended interventions. Referrals can be made by anyone.

For more information, contact your regional health authority community office, (see pages 71 to 73). For Interlake Eastern Regional Health Authority call 204-785-7752 or 1-866-757-6205, or the 24 hour crisis line at 1-866-427-8628.

SELKIRK MENTAL HEALTH CENTRE-GERIATRIC PROGRAM

The Geriatric Program at the Selkirk Mental Health Centre provides specialized geriatric mental health services to patients who experience persistent mental illness, dementia, or progressive cognitive impairment. The program focus is to maximize independence and quality of life through the empowerment of patients. The goal is to provide services to rehabilitate and safely integrate people into the community of their choice. Access to services is be made by referral.

For additional information, contact:

Selkirk Mental Health Centre-Geriatric Program
Box 9600, 825 Manitoba Avenue
Selkirk, MB R1A 2B5
Phone: 204-482-1619
Toll Free: 1-800-881-3073 ext. 619

JEWISH CHILD AND FAMILY SERVICES TO JEWISH OLDER ADULTS (JCFS)

The JCFS provides older adults with the support necessary to maintain themselves in an independent living situation in the community at an optimal level of psychological, social and health functioning. Programs and services include:

- counselling – they provide links to support services and follow up contact
- supports to holocaust survivors and their families – this includes individuals, marriage and family counselling services to the general community
- community mental health services – this is for adult clients and their families
- newcomer resettlement and integration – this is for people from other countries moving to Manitoba
- volunteer program – this includes support for seniors (ex. friendly visitors, grocery shoppers) and help for immigrant newcomers to the community
- support groups for clients dealing with challenging circumstances (ex. memory loss, the death of a loved one)
- chaplaincy services – these are available to jewish people in health facilities and correctional institutions who are seeking spiritual healing support and guidance
- financial assistance and initiatives – these support Jewish individuals dealing with difficult financial circumstances in their lives

Services are available in English, Yiddish, Russian, Hebrew and Spanish. For more information, contact:

Jewish Child and Family Service
C200 - 123 Doncaster Street
Winnipeg, MB R3N 2B2
Phone: 204-477-7430
Email: jcfs@aspercampus.mb.ca
Website: www.jcfswinnipeg.org

KLINIC COMMUNITY HEALTH CENTRE

Klinic Community Health Centre provides a full range of health services from medical care to counseling (drop-in available) to education.

For more information, contact:

Klinic Community Health Centre
870 Portage Avenue
Winnipeg, MB R3G 0P1
Phone: 204-784-4090
Crisis Line: 204-786-8686 or 1-888-322-3019
Email: klinic@klinic.mb.ca
Website: www.klinic.mb.ca

MANITOBA FARM AND RURAL SUPPORT SERVICES

The Manitoba Farm and Rural Stress Line provides support, counselling, information and referrals over the phone to farm families and other rural Manitobans.

For more information, contact:

Manitoba Farm and Rural Support Services
Toll Free: 1-866-367-3276
Email: help@ruralsupport.ca
Website: www.ruralsupport.ca

MANITOBA SUICIDE LINE

The Manitoba Suicide Line provides confidential crisis counselling, support, information and referrals for people who are feeling suicidal; concerned friends and family; and survivors of a suicide loss, 24 hours a day.

If you or someone you know is thinking about suicide or dealing with a suicide loss, contact:

Manitoba Suicide Line
Toll Free: 1-877-435-7170
Website: www.reasontolive.ca

MEN'S RESOURCE CENTRE

The Men's Resource Centre provides counselling services and a range of support services to men who have experienced trauma and stressors in their lives and want to resolve related issues. The Drop in Counselling Program on Mondays from 1:00 p.m. to 9:00 p.m. is the first access point for all our counselling programs.

For more information, contact:

Men's Resource Centre
200-321 McDermot Avenue
Winnipeg, MB R3A 0A3
Phone: 204-415-6797 ext. 250
Toll Free: 1-855-MRC-MRCS
Email: mrc@mens-resource-centre.ca
Website: www.mens-resource-centre.ca

MOOD DISORDERS ASSOCIATION OF MANITOBA

The Mood Disorders Association provides support and information for individuals and families in the community and in hospital. The association helps to identify symptoms, educate and encourage clients to seek the treatment they need.

For more information, contact:

Mood Disorders Association of Manitoba
Suite 100, 4 Fort Street
Winnipeg, MB R3C 1C4
Phone: 204-786-0987
Toll Free: 1-800-263-1460
Email: info@mooddisordersmanitoba.ca
Website: www.mooddisordersmanitoba.ca

7.10
Sexual Health and Lesbian, Gay, Bisexual, Transgender and Two-Spirit (LGBTT)

RAINBOW RESOURCE CENTRE (RRC)

The RRC represents and supports lesbian, gay, bisexual, transgender, two-spirit, intersex, queer, questioning and ally (LGBTTQ) individuals, communities and families. It provides comprehensive education and outreach services, accessible counseling and other social and support programs and services. These include:

- educational workshops and presentations
- information on community resources

- free drop-in counselling every Monday (4:00 pm to 7:00 pm) and short-term counselling
- access to a large LGBTTQ lending library
- space for community social and or support groups
- online resources and information for LGBTTQ 55+ at www.rainbowresourcecentre.org/positivespace.

For more information, contact:
Rainbow Resource Centre
170 Scott Street
Winnipeg, MB R3L 0L3
Administrative Line: 204-474-0212 ext. 201
Website: www.rainbowresourcecentre.org

SEXUALITY EDUCATION RESOURCE CENTRE (SERC)

SERC is a community based, non profit, pro choice organization that promotes sexual health through education. Programs and services include:

- immigrant/refugee health program which provides sexual health information and education, orientation to Manitoba Health Services, and referral to other services
- the Facts of Life Program
- lending library
- education and training
- research
- translation services
- resources
- the Ally Program (available in Brandon) works to increase the visibility of supportive people and spaces for gay, lesbian, bisexual, two-spirited, transgender or questioning individuals

For more information contact:
Sexuality Education Resource Centre
200 - 226 Osborne Street N
Winnipeg, MB R3C 1V4
Phone: 204-982-7800
Email: info@serc.mb.ca
Website: www.serc.mb.ca

161 8th Street
Brandon, MB R7A 3W9
Phone: 204-727-0417
Email: brandon@serc.mb.ca

7.11 Patient Safety

MANITOBA INSTITUTE FOR PATIENT SAFETY (MIPS)

MIPS is a non profit agency that works with health care organizations to promote patient safety for Manitobans as part of quality health care. Resources available include:

- medication card (bilingual)
- videos on how to complete the medication card and why it is important
- safe use of medications information sheet (bilingual)
- posters and brochures in 15 languages with three key questions to ask to be involved in their care
- patient advocate form
- Self-Advocacy for Everyone (S.A.F.E.) Toolkit
- five animated safety videos

For more information, including patient safety tips, contact:

Manitoba Institute for Patient Safety
102 – 175 Carlton Street
Winnipeg, MB R3C 3H9
Phone: 204-927-6477
Toll Free: 1-866-927-6477
Email: assistant@mips.ca
Website: www.safetoask.ca and www.mips.ca

7.12 Nutrition

FOOD BANKS

Anyone in Manitoba is eligible to receive food when they are in need. A Manitoba medical number is required to receive food from food banks in an emergency. There are several food banks located across Manitoba.

For more information on locating one in your community, contact:

Winnipeg Harvest
Phone: 204-982-3660
Toll Free: 1-800-970-5559
Email: agencies@winnipegharvest.org
Website: www.winnipegharvest.org

MEALS ON WHEELS

Meals on Wheels is a charitable, non profit organization that delivers hot meals to the homes of people who are unable to shop or prepare their own. Sandwiches, frozen meals, Kosher meals and special diets are also available. Meals are delivered city wide by volunteers within Winnipeg, St. Norbert and Brandon. There is a cost for the meals.

For more information, contact:

Meals on Wheels of Winnipeg
174 Portage Avenue
Winnipeg, MB R3C 3N2
Phone: 204-956-7711
Email: info@mealswinnipeg.com
Website: www.mealswinnipeg.com
(Delivery between 11:00 a.m. and 1:00 p.m.)

Meals on Wheels Brandon (operated by Prairie Oasis)
241 - 8th Street
Brandon, MB R7A 3X2
Phone: 204-727-6641
(Delivery between 11:15 a.m. and 12:00 p.m.)

SENIORS CONGREGATE MEAL PROGRAMS

Seniors Congregate Meal Programs (meals served to a group of seniors) are available at many locations throughout the province. In some communities volunteers are available to deliver meals to seniors who are unable to leave their homes. For more information, contact the Seniors Community Resource Council or Senior Centre in your community (see pages 5 to 16).

Some grocery stores deliver food to individuals in their homes at a charge. For more information, contact your local Seniors Community Resource Council (see pages 9 to 16) grocery store; or look in the Yellow Pages in your phone book.

7.13 Health and Chronic Diseases

GET BETTER TOGETHER

Get Better Together is a **free** six-week workshop designed to help Manitobans with ongoing health conditions take control of their

health. This program, led by others living with chronic conditions, can help people develop a plan to deal with the challenges of an ongoing health concern or disability. Programs are available throughout Manitoba and are offered in-person and online.

For more information, contact:
Wellness Institute at
Seven Oaks General Hospital
1075 Leila Avenue
Winnipeg, MB R2P 2W7
Phone: 204-632-3927
Email: gbt@wellnessinstitute.ca
Website: www.getbettertogether.ca

DIABETES AND CHRONIC DISEASE PROGRAM

Diabetes and Chronic Disease Program – The regional health authorities (RHA) co-ordinate prevention, self-management education, care and support services for Manitobans with and at risk for diabetes and other chronic diseases. A physician, health professional or the person requiring services can make a referral to the Program. For more information, contact your nearest RHA (see pages 71 to 73).

The following organizations are excellent sources of information about chronic diseases. Most provide a variety of services to meet the needs of persons affected by disease and their loved ones. To locate other organizations that help people coping with chronic diseases, contact the Seniors Information Line at 204-945-6565; or toll free 1-800-665-6565.

ALZHEIMER SOCIETY OF MANITOBA

The Alzheimer Society of Manitoba provides information, support, education and advocacy for people with dementia, their caregivers and the general public. The society provides:

- supportive counseling
- family and public education
- professional education
- support groups MedicAlert® Safely Home®
- advocacy
- research funding

For more information, contact the office nearest you:

Alzheimer Society Provincial Office
Unit 10 - 120 Donald Street
Winnipeg, MB R3C 4G2
Phone: 204-943-6622
Toll Free: 1-800-378-6699
Email: alzmb@alzheimer.mb.ca
Website: www.alzheimer.mb.ca

Interlake/Eastman Region Office
Box 1786, Unit 6, 31 – 1st Street
Beausejour, MB R0E 0C0
Phone: 204-268-4752
Email: alzne@alzheimer.mb.ca

Westman Region Office
4B - 457- 9th Street
Brandon, MB R7A 1K2
Phone: 204-729-8320
Email: alzwm@alzheimer.mb.ca

Parkland Region Office
214 Main Street North
Dauphin, MB R7N 1C4
Phone: 204-638-4483
Email: alzprk@alzheimer.mb.ca

North Central Region Office
21 Royal Road South
Portage la Prairie, MB R1N 1T8
Phone: 204-239-4898
Email: alznc@alzheimer.mb.ca

South Central Region Office
Box 119, 204 Main Street
Winkler, MB R6W 4A4
Phone: 204-325-5634
Email: alzsc@alzheimer.mb.ca

ARTHRITIS SOCIETY-MANITOBA DIVISION

The Manitoba/Nunavut Division of the Arthritis Society provides programs and services for people with arthritis throughout Manitoba and raises funds for arthritis research. The services and programs include:

- arthritis self management program
- chronic pain management workshops
- referrals to water/land exercise programs and support groups
- arthritis information phone line
- education resources
- speaker's bureau and presentations
- volunteer opportunities

For more information, contact:

Arthritis Society-
Manitoba/Nunavut Division Office
Suite 105, 386 Broadway
Winnipeg, MB R3C 3R6
Phone: 204-942-4892
Toll Free: 1-800-321-1433
Email: info@mb.arthritis.ca
Website: www.arthritis.ca/mb

CANADIAN CANCER SOCIETY

The Canadian Cancer Society is a national community-based organization of volunteers whose mission is the eradication of cancer and the enhancement of the quality of life of people with cancer. Services include:

- peer support
- support and information packages
- transportation services in **Winnipeg** (204-787-4121)
- financial support
- smoker's helpline (1-888-577-3333)
- cancer information service (1-888-939-3333)
- community services locator
- Cancer Connection-Peer Support Line (204-786-0616 or toll free 1-800-263-6750)

For more information, contact the office nearest you:

Canadian Cancer Society–
Manitoba Division
193 Sherbrook Street
Winnipeg, MB R3C 2B7
Phone: 204-774-7483
Toll Free: 1-888-532-6982
Email: info@mb.cancer.ca
Website: www.cancer.ca

Western Region Office
Lions Manor, 415 - 1st Street
Brandon, MB R7A 2W8
Phone: 204-571-2800
Toll Free: 1-888-857-6658
Email: info.brandon@mb.cancer.ca

CANCERCARE MANITOBA

CancerCare Manitoba contributes to the prevention of cancer and helps improve the outcomes and quality of life for Manitobans with cancer and blood disorders. Services include:

- early detection and cancer screening programs
- patient and family support services (including support groups, nutrition services and resource centre)
- research
- education
- public outreach

For more information, contact the office nearest you:

CancerCare Manitoba
Website: www.cancercare.mb.ca/home

Western Manitoba Cancer Centre
300 McTavish Avenue East
Brandon, MB R7A 2B3
Phone: 204-578-2222

Breast Cancer Centre of Hope
691 Wolseley Avenue
Winnipeg, MB R3G 1C3
Phone: 204-788-8080
Toll Free: 1-888-660-4866

MacCharles Unit
675 McDermot Avenue
Winnipeg, MB R3E 0V9
Phone: 204-787-2197
Toll Free: 1-866-561-1026

St. Boniface Unit
O Block - 409 Tache Avenue
Winnipeg, MB R2H 2A6
Phone: 204-237-2559

CANADIAN DIABETES ASSOCIATION

The Canadian Diabetes Association promotes the health of Canadians through diabetes research, education, programs, services and advocacy. The Diabetes Information and Support Centre offers help in obtaining diabetes information for prevention and management.

For more information, contact the office nearest you:

Canadian Diabetes Association
Manitoba/Nunavut Region
200 - 310 Broadway
Winnipeg, MB R3C 0S6
Phone: 204-925-3800
Toll Free: 1-800-226-8464
Website: www.diabetes.ca

Westman Branch
A1-800 Rosser Avenue
Brandon, MB R7A 6N5
Phone: 204-728-2382

Parklands Branch
118 Main Street North
Dauphin, MB R7N 1C2
Phone: 204-638-6248

DYSTONIA MEDICAL RESEARCH FOUNDATION CANADA

Does your neck pull to one side or the other? Hand cramp up when you write? Speech become strangled? Eyes blink constantly? Dystonia is a neurological disorder that causes the muscles in the body to pull or spasm. It can affect different parts of the body.

For more information on the disease and the Manitoba Support Group monthly meetings contact:

Dystonia Medical Research Foundation Canada
Phone: 204-255-2633
Toll Free: 1-800-361-8061
Website: www.dmrfcanada

HEART AND STROKE FOUNDATION, MANITOBA

The Heart and Stroke Foundation, a volunteer health charity, leads in eliminating heart disease and stroke. It also works to reduce their impact through research and its application, the promotion of healthy living and advocacy. Services and programs include:

- CPR instructor training
- information about healthy eating, physical activity, and management of heart disease and stroke
- resources on how to prevent and cope with heart disease and stroke

For more information, contact the office nearest you:

Provincial Office
Suite 200–6 Donald Street
Winnipeg, MB R3L 0K6
Phone: 204-949-2000
Toll Free: 1-888-473-4636
Email: ask@heartandstroke.mb.ca
Website: www.heartandstroke.mb.ca

Brandon Office
3 – 824 18th Street
Brandon, MB R7A 5B7
Phone: 204-571-4080

HUNTINGTON DISEASE RESOURCE CENTRE

The Manitoba Huntington Disease Resource Centre helps families and professionals with the many different needs and concerns dealing with Huntington Disease. Services include the following:

- information and education
- short-term counselling
- referral to community resources
- mutual support
- education and consultation for professionals

For more information, contact:

Huntington Disease Resource Centre
200 Woodlawn Street
Winnipeg, MB R3J 2H7
Phone: 204-772-4617
Email: sfunk@huntingtonsociety.ca
Website: www.huntingtonsociety.ca

MANITOBA LUNG ASSOCIATION

The Manitoba Lung Association is a non profit health, non governmental organization dedicated to the prevention and management of lung disease and the promotion of lung health in Manitoba. Services and programs include:

- community program and service delivery across Manitoba
- education and support for smoking cessation
- education and support for individuals with respiratory diseases such as: COPD, asthma, lung cancer and pulmonary fibrosis
- educational resources and programs for public and professionals
- support groups in Winnipeg and Brandon
- support for ongoing research of respiratory disease(s)
- environmental issues and workplace health and safety

For more information, contact the office nearest you:

Manitoba Lung Association Head Office
629 McDermot Avenue
Winnipeg, MB R3A 1P6
Phone: 204-774-5501
Toll Free: 1-888-566-5864
Email: info@mb.lung.ca
Website: www.mb.lung.ca

Westman Office
8 - 940 Princess Avenue
Brandon, MB R7A 0P6
Phone: 204-725-4230
Email: westman@mb.lung.ca

MULTIPLE SCLEROSIS (MS) SOCIETY OF CANADA

The Multiple Sclerosis Society is a leader in finding a cure for multiple sclerosis and enabling people affected by MS to enhance their quality of life. The society provides:

- support services
- education programs
- wellness programs

For more information, contact:

Multiple Sclerosis Society of Canada – Manitoba Division
Suite 100 - 1465 Buffalo Place
Winnipeg, MB R3T 1L8
Phone: 204-943-9595
Toll Free: 1-800-268-7582
Email: info.manitoba@mssociety.ca
Website: www.mssociety.ca

The MS society has chapter offices in Brandon and Dauphin.

OSTEOPOROSIS CANADA– MANITOBA CHAPTER

The Manitoba Chapter of Osteoporosis Canada is a non profit health charity that educates, empowers and supports individuals and communities. It helps people build and maintain bone health, assess fracture risk, provide post fracture care and prevent falls. Services and programs include:

- information and resource materials (lending library)
- peer support groups
- speakers bureau
- professional education
- community awareness education, presentations and outreach

For more information, contact:

Manitoba Chapter-Osteoporosis Canada
123 St. Anne's Road
Winnipeg, MB R2M 2Z1
Phone: 204-772-3498
Email: manitoba@osteoporosis.ca
Website: www.osteoporosis.ca/manitoba

There is also a branch in **Brandon**, for more information call 204-727-8951.

PARKINSON SOCIETY MANITOBA

Parkinson Society Manitoba provides programs and services to individuals living with Parkinson's disease and their families. Services and programs include:

- support groups
- exercise sessions
- annual conference
- special events to help support programs and research

For more information, contact:

Parkinson Society Manitoba
7 - 414 Westmount Drive
Winnipeg, MB R2J 1P2
Phone: 204-786-2637
Email: howard.koks@parkinson.ca
Website: www.parkinsonmanitoba.ca

STROKE RECOVERY ASSOCIATION OF MANITOBA (SAM)

SAM offers services to the survivors of stroke and their families at its centre and in the community:

- peer support groups
- adapted exercises for stroke survivors
- communication workshops
- visitation and outreach program
- family and caregiver support
- information packages
- volunteer opportunities

For more information, contact:

Stroke Recovery Association of Manitoba
Unit B - 247 Provencher Boulevard
Winnipeg, MB R2H 0G6
Phone: 204-942-2880
Email: info@strokerecovery.ca
Website: www.strokerecovery.ca

Notes

Health Care Directive

Manitoba

Please type or print legibly

This is the Health Care Directive of:

Name _____

Address _____ City _____

Province _____ Postal Code _____ Telephone ( ) _____

Part 1 – Designation of a Health Care Proxy

You may name one or more persons who will have the power to make decisions about your medical treatment when you lack the ability to make those decisions yourself. If you do not wish to name a proxy, you may skip this part.

I hereby designate the following person(s) as my Health Care Proxy:

Proxy 1

Name _____

Address _____

_____

City _____

Province _____ Postal Code _____

Telephone ( ) _____

Proxy 2

Name _____

Address _____

_____

City _____

Province _____ Postal Code _____

Telephone ( ) _____

*(Check ✔ one choice **only**.) For an explanation of "consecutively" and "jointly" please see the reverse side of this form).*

If I have named more than one proxy,
I wish them to act:
❑ **consecutively** OR ❑ **jointly**

My Health Care Proxy may make medical decisions on my behalf when I lack the capacity to do so for myself *(check ✔ one choice **only**):*

❑ With **no restrictions**

❑ With **restrictions as follows:**

_____

_____

_____

_____

_____

Part 2 – Treatment Instructions

In this part, you may set out your instructions concerning medical treatment that you do or do not wish to receive and the circumstances in which you do or do not wish to receive that treatment. REMEMBER – your instructions can only be carried out if they are set out clearly and precisely. If you do not wish to provide any treatment instructions, you may skip this part.

_____

_____

_____

_____

_____

Part 3 – Signature and Date

You must sign and date this Health Care Directive. No witness is required.

Signature _____

Date _____

If you are unable to sign yourself, a substitute may sign on your behalf. The substitute must sign in your presence and in the presence of a witness. The proxy or the proxy's spouse cannot be the substitute or witness.

Name of substitute: _____

Address _____

_____

Signature _____

Date _____

Name of witness: _____

Address _____

_____

Signature _____

Date _____

Health Care Directives in Manitoba

What is the purpose of a Health Care Directive?

As a Manitoba citizen you have the right to accept or refuse medical treatment at any time. The *Health Care Directives Act* allows you to express your wishes about the amount and type of health care and treatment you want to receive should you become unable to speak or otherwise communicate this yourself. It also allows you to give another person the power to make medical decisions for you should you ever be unable to make them yourself.

Why should I fill out a form?

Due to accident or illness, you may become unable to say or show what treatment you would like, and under what conditions. If you have signed a directive, those close to you and the health care professionals treating you are relieved of the burden of guessing what your wishes might be.

How do I make a Health Care Directive?

The Manitoba government has prepared a form for your convenience (see reverse). The form serves as a guide for providing the appropriate information. However, **any paper that is signed, dated and provides the same information may be used**. A directive may be made by anyone capable of making a health care decision and understanding the consequences of that decision.

Who do I talk to about these decisions?

It is strongly recommended you talk to your doctor before completing the directive. This will ensure your instructions are clear and easily understood by those who provide treatment. Your choices should then be clearly typed or printed.

What is a proxy?

A proxy is someone you choose and name in your directive to act for you in the event you are not able to make such judgments and speak on your own behalf. Because it is not possible to anticipate every set of circumstances, your proxy has the power to make health care decisions for you based on what you have told your proxy about your wishes and the information in your directive.

Who do I choose as my proxy?

The choices you make in a directive are very personal. The person(s) you choose to represent you should be close friends or relatives who are willing to accept this responsibility. You should discuss your wishes openly and in detail with them. It is wise to name more than one proxy in case one is not available when needed.

If you designate two proxies, you must decide how you want them to work, either independently or together as a team. If you decide the two proxies should act **jointly**, they will act together on your behalf. If you decide they should work **consecutively**, the second proxy will be contacted if the first is not available or is unwilling to make the required decision at the required time.

It is important to make sure that your proxy (or proxies) understand(s) what is expected and is willing to speak and act for you.

Can I change my mind about my directive?

A Health Care Directive should be a record of your current wishes. If at any time you wish to change the content or the proxies you have listed, all copies of your old directive should be destroyed and a new directive written.

What is the effect of a Health Care Directive?

The wishes you express in your directive are binding on your friends, relatives and health care professionals (unless they are not consistent with accepted health care practices) and will be honoured by the courts. However, health care professionals treating you are not obliged to search for or ask about a signed directive. It is important to be sure that family, friends, your doctor and your proxy know you have a directive and know where it can be found.

For more information contact:

your regional health authority

Manitoba

Emergency Preparedness

DEVELOP AN EMERGENCY PLAN

Each individual has unique needs and abilities. Evaluate your needs and develop an emergency plan to ensure you are better prepared for emergencies.

PERSONAL SUPPORT NETWORK

You might need assistance during an emergency. Speak with family, friends, neighbours and others and ask them to be your support network.

- Discuss/provide a copy of your emergency plan to each member of your network.
- Teach them how to assist with your specific needs (i.e. use lifesaving equipment, administer medicine, etc.).
- Ensure your network knows where you keep emergency supplies.
- Ensure someone in your network has an extra key to your home.
- Decide how you will contact each other during an emergency.
- Practice your plan with those who have agreed to be part of your support network.

STAY AT HOME OR EVACUATE

Depending on the emergency you may need to stay at home without access to outside services or evacuate from your community for a period of time. It is important to be prepared for both. Follow directions provided by local officials.

Make sure you have the necessary supplies to sustain you and your family for a minimum of 72 hours. Compile some of your essentials in a kit that you can grab if you need to leave quickly. Arrange in advance to stay with family or friends outside your area in case your community is evacuated during an emergency.

Identify a plan for communicating with family if separated during an emergency.

FAMILY COMMUNICATIONS PLAN

Select an out-of-town contact that each family member can call or email to check in. Ensure your contact is aware and agrees to your plan. Provide contact information to your family members.

MEETING PLACES

Pre-select 2 emergency meeting places – one near your home and one outside your neighbourhood in case your community is evacuated. Ask if it is possible to stay for a period of time in the event of an emergency.

EMERGENCY KIT

Some of the supplies you should have on hand in case of emergency are:

Basic Items: bottled water, nonperishable food, manual can opener, candles with holders, matches, flashlight, battery powered or crank radio, batteries, first aid kit, whistle, extra keys, cash, personal hygiene items, suitable clothing, and your emergency plan.

Health Supplies: medications, medical supplies and devices, health records/ prescriptions.

Important Documents: copies of family records, health information, identification, wills, insurance, financial/banking information, etc.

CONSIDER YOUR PETS

Compile supplies for your pets in case of emergency: kennel, food/water, health and vaccination records, ID tags, collar, and leash. Check to see if your pets can stay with you at the home of family or friends. If not, make other arrangements with kennels or vets.

Emergency Plan

PERSONAL SUPPORT NETWORK — CONTACTS:

1) Name: _____ Phone Number: _____
   Address: _____
2) Name: _____ Phone Number: _____
   Address: _____
3) Name: _____ Phone Number: _____
   Address: _____

HEALTH INFORMATION:

(list of medications, health equipment, where stored and special notes on usage.)

_____

FAMILY COMMUNICATIONS PLAN — OUT-OF-TOWN CONTACT:

Name: _____ Email: _____

Phone (H): _____ Phone (W): _____ Other: _____

EMERGENCY CONTACTS:

Police: _____ Family Doctor: _____

Fire: _____ Pharmacy: _____

Ambulance: _____ Dentist: _____

Health Links: 204-788-8200/1-888-315-9257 Insurance: _____

Gas/Hydro: 1-888-624-9376 _____ Vet/Kennel: _____

Highway Info: 511 _____ Other: _____

EVACUATION PLAN — ESCAPE ROUTES:

Identify emergency exits from your home. _____

Identify alternate escape routes from your neighbourhood. _____

MEETING PLACES:

1) Near Home: _____
2) Outside Neighbourhood: _____

EMERGENCY KIT:

Location and Date Completed: _____

Manitoba

A Checklist
to Help You Prevent Falls

You can prevent a fall by knowing your risk factors!

Staying On Your Feet
Taking Steps to Prevent Falls

Facts about falls:

- One in three Canadians age 65 years and over fall at least once per year.
- Older adults who fall once are more than twice as likely to fall again.
- Most falls can be prevented.

Complete this checklist by ticking the box on the right if your answer is yes:

	Yes
Have you fallen in the last year? Once you have had a fall, you are more likely to fall again. This makes it especially important that you take action to prevent falls. Completing this checklist is a good start.	☐
Do you spend less than 2 ½ hours a week being physically active? Being physically active at least 2 ½ hours each week helps you maintain good health and manage chronic health issues. It also helps improve confidence in your abilities.	☐
Do you have difficulty keeping your balance, walking on your own or getting up from a chair? Regular exercise that focuses on maintaining and improving balance is one of the best things you can do to prevent a fall.	☐
Do you have arthritis, diabetes, blood pressure, a heart condition, or problems with bladder control? Have a physical checkup once a year and if your health changes.	☐
Are you taking three or more medications a day?	☐
Are you taking sleeping pills, anti-depressants, anti-hypertensives, painkillers or other medications that make you drowsy or light-headed? Have your medications, including over-the-counter drugs and herbal supplements, reviewed by your doctor, pharmacist or nurse once a year or whenever new medications are started. This will reduce side effects and interactions that can make you more likely to fall.	☐

continued on next page

Has it been more than two years since your eyes were tested or one year since your glasses were checked? ☐

Have your eyes checked by your eye care professional according to his/her recommendation or every two years. Have your glasses checked for fit yearly.

Do you eat less than three nutritious meals every day? ☐

Do you get less than 1000 IU of vitamin D every day? ☐

For good health and to reduce falls and fractures eat a wide variety of nutritious foods from all 4 food groups and take a 1000 IU vitamin D supplement every day.

Are there hazards in and around your home that could cause you to fall? ☐

Do you do activities that put you at risk of falling (e.g., climbing a ladder)? ☐

Assess your home for safety. Remove hazardous items such as scatter rugs and clutter and make sure your home is well-lit. Ask for help with activities that could put you at risk of a fall.

Do you wear shoes with high heels or slippery soles? Do your shoes fit poorly? ☐

Do you wear slippers or stocking feet when you are at home? ☐

Wear shoes that fit well and provide good support. At home, wear shoes with a non-slip sole, not socks or slippers.

If you answered "yes" to any of these questions YOU are at risk of falling.

The good news is that most falls are preventable!

Take steps now to reduce your risk of falls and stay independent.

Bring this checklist to your physician, public health nurse, physiotherapist, dietitian or other healthcare provider.

To learn more about how you can prevent a fall or for information in French, visit

www.PreventFalls.ca

Winnipeg Regional Health Authority
Caring for Health

Office régional de la santé de Winnipeg
À l'écoute de notre santé

FACT SHEET Safety for Seniors

WHAT YOU SHOULD KNOW

WHAT IS ABUSE OF OLDER ADULTS?

Abuse of older adults is any action or inaction by a person in a position of trust that harms the health or well-being of an older person. It can happen at home, in the community and in health care facilities. Abuse exists in many different forms. It can be physical, psychological, or sexual. Sometimes it is neglect and financial exploitation.

Research shows that the person who abuses a senior is often a family member and dependent on the older person for financial support, a place to live or emotional support.

HELP IS AVAILABLE

Nobody deserves to be abused or neglected. If you or someone you know is being abused, you're not alone.

Many abused older adults are reluctant to identify themselves. They often feel embarrassed and ashamed, and decide not to take action against the people who mistreat them because they are afraid of being rejected by loved ones and forced to leave their homes. If you are being abused, help is available. There are ways to make you safer and work towards building a more respectful relationship.

Keep in mind, both older women and men can experience abuse. Older people can be abused and neglected regardless of their cultural background. Abuse is a complex matter and there are many factors involved.

WHAT CAN I DO?
WHERE CAN I GO FOR HELP?

If you or anyone you know is experiencing abuse, contact the Seniors Abuse Support Line.

SENIORS ABUSE SUPPORT LINE

The 24 hour toll free Seniors Abuse Support Line is a confidential service for older adults who are experiencing abuse. It provides information, support and counselling. Abuse line staff can also help connect people to resources and support services available in the community.

CALL TOLL FREE: 1-888-896-7183

If you are worried about your immediate safety or the immediate safety of another person, call 911 or your local police service.

THE PROTECTION FOR PERSONS IN CARE OFFICE

If you are concerned that someone living in a personal care home, hospital or any other health care facility is experiencing abuse, contact the Protection for Persons in Care Office:

In Winnipeg: **204-788-6366**
Toll free: **1-800-855-0511**
Deaf Access Line TTY/TDD: **204-786-7132, toll-free: 1-800-855-0511**

AGE FRIENDLY
Manitoba

Things you can do to keep safe

- Understand your rights as an older person. You have the right to live free from all types of abuse and to make your own decisions.
- Stay sociable by participating in community activities that you enjoy. Ask trusted friends to visit often.
- Develop a buddy system with a friend outside the home. Plan for at least weekly contact and communicate openly with this person. Choose a person who respects and supports your decisions.
- Keep track of your finances by sending and opening your own mail. Review your bank statements regularly.
- Arrange to have your pension cheques or other income deposited directly into your bank account. You can also have your bills paid directly from your bank account.
- Discuss future plans with your attorney, physician, elder, clergy or trusted family members.
- Get legal advice about arrangements you can make now in case something happens and you are no longer able to make decisions. This may include a power of attorney and a health care directive.
- If someone is making you feel uncomfortable, anxious or afraid, document the things they are doing to make you feel this way. Write down the dates, times and what was done or said.
- Keep a list of emergency services close by. Keep an extra list in your purse or wallet.
- Keep accurate records, accounts and lists of property and assets. Only allow this list to be examined by someone you trust.
- Review your will and do not make changes to it without discussing it with a trusted family member or friend.
- Only give up control of your property or assets when you decide you want to make this change.
- Ask for help or information when you need it. Professionals are available to help.

World Elder Abuse AWARENESS DAY
WEAAD MANITOBA

June 15th is World Elder Abuse Awareness Day. For more information or to get involved, go to: **www.weaadmanitoba.ca**

Manitoba

Seniors Information Line 204-945-6565 / Toll Free 1-800-665-6565

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8.0 Housing

8.1 Housing Options

CONDOMINIUMS (CONDOS)

Condominiums are a form of property ownership in which each owner holds title to his/her individual unit, plus a fractional interest in the common areas of the multi-unit project (ex. the recreational amenities and grounds). Each owner pays taxes on his/her property and is free to sell or lease it. For more information on this type of housing, see the Seniors Housing Directory on page 105.

CO-OPERATIVE HOUSING (CO-OPS)

Co-operative housing is owned by members who live in the building. Co-op members buy equity shares in the project and collectively become owners of the building. The monthly housing charges are set by the members to cover the costs of running the co-op. Co-operatives may have subsidies available. Those wanting to become members in an existing project must buy a share in the co-op. For more information regarding making an application contact a housing co-operative directly. If you are interested in new co-operative development, contact:

Housing and Community Development
Co-operative Development Services
400-352 Donald Street
Winnipeg, MB R3B 2H8
Phone: 204-945-3379
Toll Free: 1-866-479-6155
Email: co-ops@gov.mb.ca
Website: www.gov.mb.ca/housing/coop

INDEPENDENT LIVING WITH TENANT SERVICES (ASSISTED LIVING)

This type of housing (also called retirement residences) is a private arrangement between the landlord and the individual which combines independent apartment living with services that can be purchased from the landlord. Services may include meals, laundry and housekeeping. On-site assistance and supervision may or may not be provided depending on the site. The individual pays the rent and services. No referral or assessment is required. Individuals have access to professional and non-professional regional health authority services. For more information on this type of housing, see the Seniors Housing Directory on page 105.

LIFE LEASE RENTAL HOUSING

A life lease is a form of rental housing usually for tenants who are 55+. A life lease is a written tenancy agreement. A life lease can be for the life of the tenant or for a specific term (ex. 50 years). Under a life lease, a tenant pays an entrance fee for a rental unit. The tenant also pays rent each month to cover maintenance and other expenses. Individuals considering this type of housing should review the financial health of the project and talk to a lawyer to fully understand the terms of the life lease agreement. The Manitoba Residential Tenancies Branch administers *The Life Leases Act*. For more information, contact the Residential Tenancies Branch near you. (see page 105).

PRIVATE NON-PROFIT HOUSING

This is affordable housing that is provided or managed by incorporated housing associations. Restrictions on tenant eligibility, rent levels and available subsidies differ, depending on the project. For more information on this type of housing, see the Seniors Housing Directory on page 105.

RESIDENTIAL CARE

Residential care is a community housing option that provides congregate living accommodations with care and supervision at levels defined by Manitoba Family Services.

- Residential care facilities are licensed through Manitoba Family Services. Facilities may be profit or non profit and operated by professional or non professional staff. Access to these facilities is through the regional health authority.
- The Manitoba government does not subsidize residential care. However, you may qualify for financial assistance under the RentAid Program (see page 59/100).

For more information, contact:
Manitoba Family Services
Residential Care Licensing
Winnipeg, MB
Phone: 204-945-5311
Website: www.gov.mb.ca/fs

SUBSIDIZED RENTAL HOUSING

RentAid
(Formerly Manitoba Shelter Benefit)

Low-income seniors renting in the private market may be eligible for financial assistance under RentAid (formerly the Manitoba Shelter Benefit for Seniors Program).

For more information, contact:
Manitoba Family Services
Provincial Services Branch
102 - 114 Garry Street
Winnipeg, MB R3C 1G1
Phone: 204-945-2197
Toll Free: 1-877-587-6224
Email: provservic@gov.mb.ca
Website: www.gov.mb.ca/ctt/eia/RentAid/

HOUSING AND COMMUNITY DEVELOPMENT (HCD)

Housing and Community Development provides a wide array of affordable and subsidized rental housing units for seniors who are living on low to moderate incomes. You may be eligible for assistance under one of the following programs:

- Social Housing – Provides subsidized housing. These properties are owned by Manitoba Housing and operated by HCD.
- Rent Supplement – Provides rental assistance by signing agreements with private landlords.
- Sponsor Managed Social Housing – Provides affordable and subsidized housing. These properties are owned by Manitoba Housing and managed by service clubs.

- Urban Native Non Profit Housing – Provides affordable and subsidized housing to Aboriginal persons by entering into operating agreements with Aboriginal community based private non profit organizations.
- Private Non Profit Program – Provides affordable and subsidized housing by entering into operating agreements with community based private non profit organizations.
- Rural and Native Housing – Provides subsidized housing to persons living in rural and remote areas of the province. Some seniors' housing buildings offer tenants additional services. Please ask the Housing and Community Development office in your community if these services are available.
- Medical alarm switches provide 24-hour service for emergency alert purposes only.
- Congregate meal programs can be located on-site.
- Support services can include seniors' programs.
- Tenant services staff provide support.
- Onsite building superintendents provide support.

For more information and application forms for social housing, contact the Housing and Community Development Office in your community or contact:

Housing and Community Development Head Office
2nd Floor – 352 Donald Street
Winnipeg, MB R3B 2H8
Phone: 204-945-4663
Toll Free: 1-800-661-4663
Email: housing@gov.mb.ca
Website:
www.gov.mb.ca/housing/howtoapply

WINNIPEG HOUSING OFFICES BY NEIGHBOURHOOD:

Central Park
355 Kennedy Street, R3B 3B8
Phone: 204-945-6272

Brooklands
1C-330 Blake Street, R3E 2Z4
Phone: 204-945-5570

Downtown South
100 - 185 Smith Street, R3C 3G4
Phone: 204-945-3884

Fort Rouge/Fort Garry/St.Vital
D -1026 St. Mary's Road, R2M 3S6
Phone: 204-945-4899

Gilbert Park
1-71 Gilbert Avenue, R2X 0T4
Phone: 204-945-1078

Lord Selkirk
100-269 Dufferin Avenue, R2W 2X8
Phone: 204-945-3431

North East
600 Panet Road, R2L 2B1
Phone: 204-945-3555

North End
400A Logan Avenue, R3A 0R1
Phone: 204-945-7823

St. Boniface
101 rue Des Meurons, R2H 3C5
Phone: 204-945-4427

St. James
15 - 659 Cavalier Drive, R2Y 1Y1
Phone: 204-945-4758

St. Vital
D-1026 St. Mary's Road, R2M 3S6
Phone: 204-945-4899

RURAL MANITOBA HOUSING OFFICES:

Box 1570
*67 - 2nd Street North East
Altona, MB R0G 0B0
Phone: 204-324-5308
Toll Free: 1-800-440-4663

Box 88
11-2nd Avenue North
Ashern, MB R0C 0C0
Phone: 204-768-5690
Toll Free: 1-866-440-4663

253 - 9th Street
Brandon, MB R7A 6X1
Phone: 204-726-6455
Toll Free: 1-800-651-8217

Box 448
31 Hudson Square
Churchill, MB R0B 0E0
Phone: 204-675-8838

Room 120, 27 - 2nd Avenue South West
Dauphin, MB R7N 3E5
Phone: 204-622-2092

Box 1680, 122 - 5th Avenue
Gimli, MB R0C 1B0
Phone: 204-642-6060
Toll Free: 1-888-441-5514

Bilingual Service Centre
Mountain Region Bilingual Service Centre
PO Box 336
51 – 55 Rodgers Street
Notre Dame de Lourdes, MB R0G 1M0
Phone: 204-248-7270
Toll Free: 1-866-440-4663

B18 - 25 Tupper Street North
Portage la Prairie, MB R1N 3K1
Phone: 204-239-3680
Toll Free: 1-866-440-4663

Box 1028, 117 - 2nd Avenue North West
Roblin, MB R0L 1P0
Phone: 204-937-6474
Toll Free: 1-888-567-8125

102 - 235 Eaton Avenue
Selkirk, MB R1A 0W7
Phone: 204-785-5228
Toll Free: 1-800-441-5514

Bilingual Service Centre
Box 215
St. Laurent, MB R0C 2S0
Phone: 204-646-4095

Bilingual Service Centre
Box 98,
427 Sabourin Street
St. Pierre Jolys, MB R0A 1V0
Phone: 204-433-2578
Toll Free: 1-800-441-5514

Box 250, 1-514 Main Street
Swan River, MB R0L 1Z0
Phone: 204-734-4297
Toll Free: 1-866-950-9924

Box 2550,
79-3rd Street West
The Pas, MB R9A 1M4
Phone: 204-627-8355
Toll Free: 1-800-778-4311

118-3 Station Road
Thompson, MB R8N 0N3
Phone: 204-677-0611
Toll Free: 1-855-821-0141

13-132 Drull Avenue East
Vita, MB R0A 2K0
Phone: 204-425-5010
Toll Free: 1-866-440-4663

*Call ahead when dropping off applications for the places marked with an asterisk.

SUPPORTS TO SENIORS IN GROUP LIVING (SSGL)

SSGL model is a housing option with enhanced supports, within some designated seniors housing, to help seniors live independently in the community. These supports may range from help arranging appointments or transportation to social activities or expanded meal programs. Check with the property manager before choosing a group living facility. For more information on this type of housing, see the Seniors Housing Directory on pages 104-105.

SUPPORTIVE HOUSING

Supportive housing is a community based alternative to a personal care home for seniors who need 24-hour support and supervision in a secure environment. Tenants pay rent for services (meals, laundry, light housekeeping) while the regional health authority funds the personal care at no cost to the tenant. For more information on this type of housing, see a Seniors Housing Directory on pages 104-105.

PERSONAL CARE HOMES

For more information on personal care homes and placement, see the Long Term Care Section.

8.2
Long Term Care

LONG TERM AND CONTINUING CARE ASSOCIATION OF MANITOBA

The Long Term and Continuing Care Association of Manitoba is a provincial membership based non profit organization that works to advance the delivery of quality long term and continuing care, services and resources with advocacy, education and networking. Membership represents long term and continuing care beds/suites representing non profit (49 per cent), and private (51 per cent) retirement, independent living, as well as supportive housing and personal care home residences across Manitoba. The website offers a Where do I Start navigation section that will guide you through the options when you or a loved one needs services, assistance or care.

For more information, contact:

Long Term and Continuing Care Association of Manitoba
103-1483 Pembina Highway
Winnipeg, MB R3T 2C6
Phone: 204-477-9888
Toll Free: 1-855-477-9888
Website: www.ltcam.mb.ca

PERSONAL CARE HOMES AND PLACEMENT

A personal care home or supportive housing may be the most appropriate care setting when you can no longer manage within your home or an alternative community setting.

Eligibility:

- Canadian citizens (previous five consecutive years) and permanent residents of Manitoba are eligible for insured personal care home services.
- If you are a new Canadian citizen or a new resident to Manitoba, you should discuss your eligibility with a home care case co-ordinator as restrictions may apply (see pages 73 to 77 for a list of Home Care Offices).

Assessment:

Applications are reviewed by an assessment panel to decide on the most appropriate environment where care needs can be met.

- If your application is denied, you may reapply and be reassessed at a later date. You may also request a review/

appeal of the refusal by contacting the Manitoba Health Appeal Board (see page 78) or speaking with your home care case co-ordinator.
- There may be a waiting period before you are admitted to the personal care home of your choice. During this time, home care services may be provided to you as necessary.
- If you require admission immediately, or are in hospital awaiting placement, you may be asked to accept placement in a different care facility until you can be admitted to the personal care home of your choice.

For more information about personal care homes or placement, contact your home care case co-ordinator or:

In Winnipeg:
Winnipeg Regional Health Authority Long-term Care Access Centre
Phone: 204-833-1760

In Rural MB:
Contact your local Regional Health Authority Office (see pages 71 to 73).

PERSONAL CARE HOME RESIDENTIAL CHARGES

The cost of personal care home services is shared by Manitoba Health and the client who needs the services. Manitoba Health pays the majority of the cost through the regional health authorities and the client pays a residential charge.
- The residential charge paid by a client is based on income. The rate structure ensures that all clients have a reasonable amount of spending money for personal expenses after paying the charge.
- The initial charge assessed for each client is the maximum daily rate. You may apply for a reduction to the maximum rate and have the charge based on income by completing a tax information release form, or by completing an application for reduced residential charges and providing a copy of your previous year's Canada Revenue Agency Notice of Assessment. Facility staff will give you the correct forms.
- If you are unable to pay the charge because of special circumstances, you may request a review within 30 days of the effective date of the charge by completing a request for review form.
- Manitoba Health will review your request and notify the facility of its decision. If you do not agree with this decision you may appeal to the Manitoba Health Appeal Board (see page 78) by completing a notice of appeal within 30 days of being notified of the result of the review decision.
- The Manitoba Health Appeal Board will hold a hearing and advise you of its decision. Facility staff will advise you of the review/appeal process and provide you with the required forms.

For more information, contact your personal care home representative.

8.3 Locating Housing

These resources may help you locate housing information. You may also wish to contact your local Seniors Community Resource Council (see pages 9 to 16) for additional information.

A & O: SUPPORT SERVICES FOR OLDER ADULTS-HOUSING PROGRAM-WINNIPEG HOUSING DIRECTORY FOR OLDER ADULTS

A & O: Support Services for Older Adults publishes the Winnipeg Housing Directory for

Older Adults. The A & O Winnipeg Housing Directory contains information on housing options such as independent living, life leasing, assisted living, companion care, supportive housing, intermediate personal care homes and personal care homes for older adults in Winnipeg. The directory is available online for free, or in print at a cost of $7 (extra cost for shipping and handling if mailed out).

For more information, or to order a copy, contact:
A & O: Support Services for Older Adults Inc.
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Toll Free: 1-888-333-3121
Email: info@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

SENIORS AND HEALTHY AGING SECRETARIAT- RURAL HOUSING DIRECTORY

The Seniors and Healthy Aging Secretariat has a list of seniors' housing in rural Manitoba on their website.

For more information, contact:
Seniors Information Line
Phone: 204-945-6565
Toll Free: 1-800-665-6565
Website: www.gov.mb.ca/shas

WINNIPEG RENTAL NETWORK (WRN)- HOUSING DATABASE

The WRN is a non profit initiative providing a web database that makes it easier for people to find affordable rental housing. The site is also a one-stop-shop for agencies that provide supports to people in the low to medium income range. WRN is not a housing provider. It is a network of public, private and community based organizations that work to improve accessibility to affordable rental accommodation. The WRN database is free.

For more information, contact:
Winnipeg Rental Network
c/o 509 Selkirk Avenue
Winnipeg, MB R2W 2M6
Website: www.winnipegrentnet.ca

A & O: SUPPORT SERVICES FOR OLDER ADULTS (A & O) - HOUSING PROGRAM

A & O: Support Services for Older Adults' Housing Program provides older adults and families with one-on-one consultations (by appointment) and information to help with the selection of appropriate housing options. Housing presentations are also available to the general public or groups of older adults.

For more information, contact:
A & O: Support Services for Older Adults Inc.
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Toll Free: 1-888-333-3121
Email: info@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

8.4 Landlord and Tenant Relations

RESIDENTIAL TENANCIES BRANCH (RTB)

RTB deals with landlord and tenant issues and related problems, including rent increases of any amount, the allowable rent charges for housing and general rent controls.

For more information, contact the office closest to you:

Residential Tenancies Branch
302 - 254 Edmonton Street
Winnipeg, MB R3C 3Y4
Phone: 204-945-2476
Toll Free: 1-800-782-8403
Email: rtb@gov.mb.ca
Website: www.gov.mb.ca/rtb

143 - 340 9th Street
Brandon, MB R7A 6C2
Phone: 204-726-6230
Toll Free: 1-800-656-8481
Email: rtbbrandon@gov.mb.ca

113 - 59 Elizabeth Drive
Thompson, MB R8N 1X4
Phone: 204-677-6496
Toll Free: 1-800-229-0639
Email: rtbthompson@gov.mb.ca

INDEPENDENT ADVISOR PROGRAM

Sometimes, when there are problems with a tenancy, tenants and landlords both need to use the Residential Tenancies Branch (RTB) to resolve the issues. Some find this dispute resolution process hard to manage and may need some help. The Independent Advisor Office provides staff from Legal Aid Manitoba to help landlords and tenants get important information and advice, file claims and get ready for hearings.

For more information, contact:

Independent Advisor Office
302-254 Edmonton Street
Winnipeg, MB R3C 3Y4
Phone: 204-505-0720 (Landlords)
Phone: 204-881-1714 (Tenants)
Email: landlord@legalaid.mb.ca (Landlords)
Email: tenant@legalaid.mb.ca (Tenants)

8.5 Home Improvement Assistance

MANITOBA EMERGENCY REPAIR PROGRAM (MERP)

Homeowners with low income may be eligible for financial assistance for emergency repairs to their home. Homeowners may be eligible if the home that is being resided in is:

- in need of emergency repair
- your primary residence
- located in Manitoba outside of First Nations communities
- total gross household income is at or below the income limit set by Housing and Community Development for your community

Up to $5,000 for eligible emergency repairs may be available to qualified homeowners. If your home is located in a northern or remote community, up to $9,000 may be available.

For more information, contact:

Housing and Community Development
2nd Floor - 352 Donald Street
Winnipeg, MB R3B 2H8
Phone: 204-945-5566
Toll Free: 1-866-689-5566
Email: housing@gov.mb.ca
Website: www.manitoba.ca/housing/repair

MERPH replaces the former Emergency Repair Program and is provided with financial support from the federal government.

RESIDENTIAL ADAPTATIONS FOR DIABILITIES (RAD)

Homeowners with low income, and landlords with tenants who have low incomes, may apply for financial assistance to make adaptations to homes and housing units. These adaptations will help increase mobility,

safety and independence for a person who finds it difficult to do everyday tasks in their home.

Up to $16,000 for eligible adaptations may be available to qualified homeowners or landlords. If the property is located in a northern or remote community, up to $19,000 may be available to qualified homeowners or landlords. If the adaptations exceed $3,500 a medical certificate is required.

For more information, contact:
Housing and Community Development
2nd Floor - 352 Donald Street
Winnipeg, MB R3B 2H8
Phone: 204-945-5566
Toll Free: 1-866-689-5566
Email: housing@gov.mb.ca
Website: www.manitoba.ca/housing/repair

RAD replaces the former Home Adaptations for Senior's Independence (HASI) program and is provided with financial support from the federal government.

HOMEOWNER RENOVATION ASSISTANCE PROGRAM (HRAP)

Homeowners with low income may be eligible for financial help to repair or restore their homes to a minimum level of health and safety.

Homeowners may be eligible if the home you are making an application for is:

- in need of major repair
- your primary residence
- located in Manitoba outside of First Nations communities
- at least five years old
- assessed at a value no higher than the current program limit
- your total gross household income is at or below the income limit set by Housing and Community Development

Up to $20,000 for eligible repairs may be available to qualified homeowners. If your home is located in a northern or remote community, up to $23,000 may be available to qualified homeowners.

For more information, contact:
Housing and Community Development
2nd Floor - 352 Donald Street
Winnipeg, MB R3B 2H8
Phone: 204-945-5566
Toll Free: 1-866-689-5566
Email: housing@gov.mb.ca
Website:
www.manitoba.ca/housing/repair.html

HRAP replaces the former Homeowner RRAP program and is provided with financial support from the federal government.

SECONDARY SUITES PROGRAM

The Secondary Suites Program provides financial help to eligible homeowners to build a secondary suite. The funds are a forgivable loan for 50 per cent of the total construction/ renovation costs, to a maximum of $35,000 per suite.

- The secondary suite must be a private, self-contained residential unit that meets all national, provincial and municipal bylaws, codes and standards.
- A secondary suite can be in the basement or an above ground addition to the main dwelling; a garden suite which is a self contained unit that is not attached to the principal dwelling, but built on the same property; or a carriage suite or garage suite which is a self contained unit located above or attached to the side or rear of a garage.

For more information contact:
Housing and Community Development (HCD)
2nd Floor - 352 Donald Street
Winnipeg, MB R3B 2H8
Phone: 204-945-5566
Toll Free: 1-866-689-5566
Email: housing@gov.mb.ca
Website: www.gov.mb.ca/housing/ssp.html

8.6 Home Maintenance Assistance

COMMUNITY HOME SERVICES PROGRAM (CHSP)

The CHSP provides free community services such as light house cleaning, yard work, snow removal and occasional heavy duty cleaning to low income seniors (60+) and persons with a disability living independently within Winnipeg. Applicants for CHSP services must meet eligibility criteria (ex. low income seniors or persons with a disability ages 60+).

For more information, contact:
Community Home Services Program
294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 204-927-1720

GOOD NEIGHBOURS ACTIVE LIVING CENTRE-HOME MAINTENANCE PROGRAM FOR SENIORS

The Home Maintenance Program is designed to help older adults complete tasks at home. The program provides you with names of individuals within your community, who are able to do various jobs at reasonable rates. All service providers are screened with a criminal reference check, interview and references to ensure your safety. To be eligible for the program you must be 55 years of age or older; able to make arrangements with service providers; and living within Winnipeg.

Types of services offered include: housekeeping, meal preparation, painting, carpentry, yard work, minor plumbing, handy jobs and minor electrical.

For more information, contact:
Good Neighbours Active Living Centre-Home Maintenance Program
720 Henderson Highway
Winnipeg, MB R2K 0Z5
Phone: 204-806-1303
Email: hmprogram@gnalc.ca

SELF-STARTING CREATIVE OPPORTUNITIES FOR PEOPLE IN EMPLOYMENT (SSCOPE)

SSCOPE is a non profit casual, Winnipeg employment organization supporting mental health. It provides services such as snow shovelling; lawn maintenance; light moving; pickup and deliveries; building; cleaning; and other services at reasonable rates.

For more information, contact:
SSCOPE
1466 Arlington Street
Winnipeg, MB R2X 1T8
Phone: 204-987-6300
Email: sscope@sscope.org
Website: www.sscope.org

SENIORS COMMUNITY MAINTENANCE PROGRAMS

Many Seniors Community Resource Councils and senior centres have lists of people who can do house cleaning, yard work and snow shoveling for a reasonable cost. For information, contact the Seniors Community Resource Council or senior centre nearest you (see pages 5 to 16).

8.7

Housing Supports and Other Resources

A & O: SUPPORT SERVICES FOR OLDER ADULTS (A & O)- THIS FULL HOUSE SENIOR HOARDING PROGRAM

This Full House Program works with Winnipeggers 55+ whose belongings fill their home and limit their lives. Clients receive counselling and access to de-cluttering and cleaning services. The main goal of the project is to help clients remain in their homes and improve their quality of life.

For more information, contact:

A & O: Support Services for Older Adults Inc.
200-280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Toll Free: 1-888-333-3121
Email: info@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

BED BUG PUBLIC INQUIRY AND INFORMATION LINE/EMAIL

The toll free Bed Bug Public Inquiry and Information Line/email provides information and answers to questions about bed bugs. The bed bug website provides relevant and current bed bug information for all Manitobans including: bed bug fact sheets in 18 languages; links to grants; low-cost and Bug N Scrub programs; and resources for tenants/landlords.

For more information, contact:

Bed Bug Public Inquiry and Information Line/Email
Toll Free: 1-855-362-2847
Email: bedbugs@gov.mb.ca
Website: www.gov.mb.ca/bedbugs

BED BUG-BUG N SCRUB PROGRAM

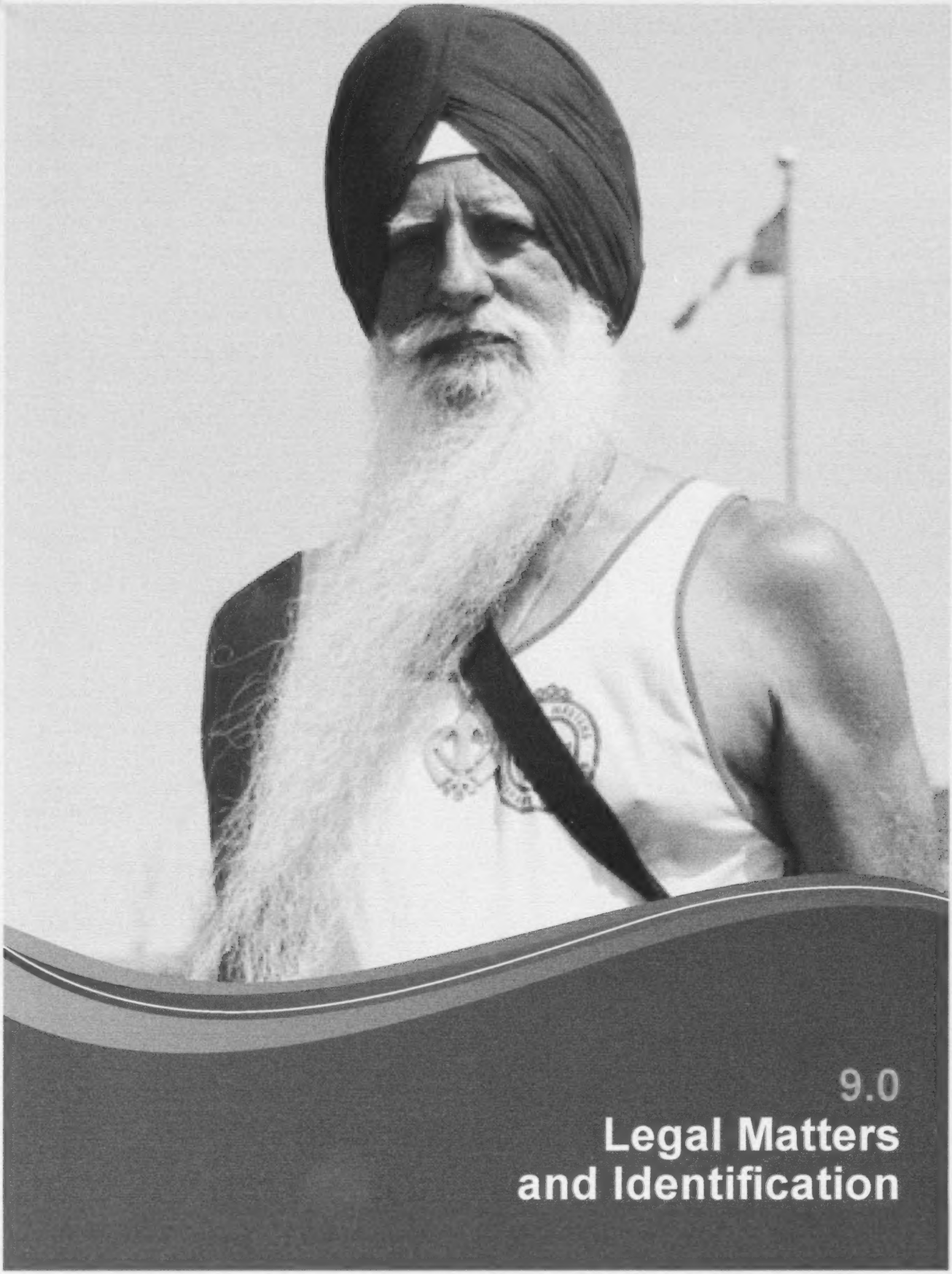
The success of any bed bug treatment program increases with proper preparation of a home or apartment. For vulnerable persons who need help preparing their homes, the Bug N Scrub program provides a variety of preparation services such as moving furniture, general cleaning, laundry service, and reducing and removing clutter. The Bug N Scrub team also returns to the home or apartment after treatment is complete to put things back in order.

- vulnerable persons who need service must be referred by qualified organization or individuals that have first-hand knowledge of the needs of the applicant
- services are free for approved referrals
- services will only be provided when bed bugs are present on site and not for preventive treatments

For more information or to make a referral, contact:

Bed Bug Hotline
Phone: 1-855-3MB-BUGS
Email: bedbugs@gov.mb.ca
Website: www.gov.mb.ca/bedbugs

Notes



9.0
Legal Matters and Identification

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Community Legal Education Association

Grandparent and Family Access

Law Phone-In and Lawyer Referral Program

Legal Aid Manitoba

Legal Clinics for Older Adults

Legal Help Centre

Legal Information Guide for Seniors

Manitoba Association for Rights and Liberties

Manitoba Human Rights Commission

Ombudsman

Women's Legal Education and Action Fund Manitoba

9.1 Mediation Services 116

9.2 Identification 117

Proof of Age

Baptism Certificates

Passport Canada

Social Insurance Number

Vital Statistics -- Birth, Marriage and Death Certificates

Other Options for Photo Identification

9.0

Legal Matters and Identification

COMMUNITY LEGAL EDUCATION ASSOCIATION (CLEA)

CLEA is a non profit organization with a mandate to increase access to justice by increasing knowledge of the law and the legal system. CLEA offers:

- Law Phone–in and Lawyer Referral Program (see page 113)
- speakers' bureau and legal information publications
- Community Legal Intermediary Training Course and an annual law conference

For more information, contact:

Community Legal Education Association
205 - 414 Graham Avenue
Winnipeg, MB R3C 0L8
Phone: 204-943-2382
Toll Free: 1-800-262-8800
Email: info@communitylegal.mb.ca
Website: www.communitylegal.mb.ca

GRANDPARENT AND FAMILY ACCESS

The Grand Relations Strategy was developed to facilitate relationships between grandparents and grandchildren when it is in a child's best interest and there are problems within the family on the issue. Services include support groups, information and help.

For more information, contact:

Family Conciliation
2nd Floor - 379 Broadway
Winnipeg, MB R3C 0T9
Phone: 204-945-3277
Toll Free 1-800-282-8069 ext. 7236

LAW PHONE-IN AND LAWYER REFERRAL PROGRAM

The Law Phone-In Line provides legal information over the phone on many types of legal problems and can refer you to a lawyer if necessary.

- A lawyer on the referral panel will not charge for the first half-hour of consultation.
- Lawyers for shut-ins will visit ill, disabled or older adults in hospital or at home.
- You will be asked to leave your name and number on the answering machine and a lawyer on staff will return your call at a time convenient for you. Calls are returned between 9:00 a.m. to 4:00 p.m. Monday to Friday.

For more information, contact:

Law Phone-In and
Lawyer Referral Program
Phone: 204-943-2305
Toll Free: 1-800-262-8800
Email: info@communitylegal.mb.ca

LEGAL AID MANITOBA

Legal Aid Manitoba provides legal help to people with low incomes (bilingual services available). They can help:

- family cases
- criminal cases
- poverty law cases involving welfare
- workers compensation or disability benefits
- public interest law cases for groups and individuals with test cases in the areas of consumer, poverty, environmental, Aboriginal and Charter of Rights and Freedom challenges

They do not help with real estate transactions; wills and estates; adoptions; corporate and commercial matters; or civil litigation matters. To apply for Legal Aid in Winnipeg, go to the Application Centre, 294 Portage Avenue, between 1:30 p.m. and 6:00 p.m. on Tuesdays, Wednesday or Thursdays. Applications are also accepted at their rural offices.

For more information, contact the office nearest you:

Administration Office
4th Floor- 287 Broadway Avenue
Winnipeg, MB R3C 0R9
Phone: 204-985-8500
Toll Free: 1-800-261-2960
TTY: 204-943-1131
Website: www.legalaid.mb.ca

Brandon Area Office
236 - 11th Street
Brandon, MB R7A 4J6
Phone: 204-729-3492
Toll Free: 1-800-766-2148

Parklands Area Office
202 Main Street South
Dauphin, MB R7N 1K6
Phone: 204-622-4666
Toll Free: 1-877-622-4660

Northern Area Office-The Pas
Box 4062, 1-236 Edwards Avenue
The Pas, MB R9A 1S6
Phone: 204-627-4837
Toll Free: 1-855-787-0694

Northern Area Office-Thompson
2nd Floor-3 Station Road
Thompson, MB R8N 0N3
Phone: 204-677-1224
Toll Free: 1-800-665-0656

LEGAL CLINICS FOR OLDER ADULTS

In co-operation with Legal Aid Manitoba, professional lawyers provide services on issues such as wills, powers of attorney and other concerns that need a legal consultation. Services cost $50 each and are available to Winnipeggers 55+ regardless of income.

For more information or to make an appointment, contact:

A & O: Support Services for Older Adults Inc.-Legal Clinic
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440

LEGAL HELP CENTRE

The Legal Help Centre is a non profit community organization helping disadvantaged members of our community access and exercise their legal and social

rights. Services include:

- information about the law and legal processes in Manitoba
- plain language educational workshops on legal topics
- help finding and accessing services you need from organizations and agencies
- legal help from law students working under the supervision of a lawyer (for those who qualify)
- 45-minute consultation with a lawyer for free legal advice (for those who qualify)

Public legal education is available through the Legal Help Centre website, workshops, Drop-in Clinics and the Legal Advice Clinic (open 1:00 p.m. to 5:00 p.m.) Tuesday and Friday, except holidays).

For more information, contact:
Legal Help Centre
202-393 Portage Avenue
Winnipeg, MB R3B 3H6
Phone: 204-258-3096
Website: www.legalhelpcentre.ca

LEGAL INFORMATION GUIDE FOR SENIORS

The Seniors and Healthy Aging Secretariat (SHAS) publishes a *Legal Information Guide for Seniors*. It has information on wills, power of attorney and health care directives. For a copy, contact SHAS (see page v) or visit their website www.gov.mb.ca/shas.

MANITOBA ASSOCIATION FOR RIGHTS AND LIBERTIES (MARL)

MARL is a non profit organization that promotes respect for and observance of fundamental human rights and civil liberties. MARL examines all new government legislation for possible human rights infringements and presents briefs on its concerns and recommendations when applicable.

For more information, contact:
Manitoba Association for Rights and Liberties
507 - 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 204-947-0213
Email: ed@marl.mb.ca
Website: www.marl.mb.ca

MANITOBA HUMAN RIGHTS COMMISSION

The Manitoba Human Rights Commission is an independent agency of Manitoba government that administers *The Manitoba Human Rights Code*. The principles of equality of opportunity, and freedom from unreasonable discrimination in the areas of employment, housing and services extend to all ages under the code.

- The commission conciliates, mediates and investigates complaints alleging discrimination, or failure to accommodate special needs, based on the following grounds: ancestry, ethnic or national origin, religion or creed, age, sex (including pregnancy); gender-determined characteristics, sexual orientation, marital/family status, source of income, political belief, physical or mental disability.
- Unresolved complaints may be referred to an independent human rights adjudicator, who is appointed by the Manitoba Government attorney general, for a hearing.
- Public education programs and workshops on human rights topics are available.
- The commission publishes the Manitoba Human Rights Connections Bulletin monthly.

For more information, contact the office nearest you:

7th Floor-175 Hargrave Street
Winnipeg, MB R3C 3R8
Phone: 204-945-3007
Toll Free: 1-888-884-8681
TTY: 1-888-897-2811
Email: hrc@gov.mb.ca
Website: www.gov.mb.ca/hrc

340 - 9th Street
Brandon, MB R7A 6C2
Phone: 204-726-6261

Box 2550
2nd Floor – Otineka Mall
The Pas, MB R9A 1M4
Phone: 204-627-8270

OMBUDSMAN

The Ombudsman will investigate complaints about administrative acts, decisions or omissions by departments and agencies of the Manitoba and municipal governments under *The Ombudsman Act*. The Ombudsman will also review compliance with the access to information and protection of privacy rights under The *Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*.

For more information, contact the office nearest you:

Office of the Ombudsman
750 - 500 Portage Avenue
Winnipeg, MB R3C 3X1
Phone: 204-982-9130
Toll Free: 1-800-665-0531
Email: ombudsman@ombudsman.mb.ca
Website: www.ombudsman.mb.ca

Office of the Ombudsman
202-1011 Rosser Avenue
Brandon, MB R7A 0L5
Phone: 204-571-5151
Toll Free: 1-888-543-8230
Email: bran@ombudsman.mb.ca

WOMEN'S LEGAL EDUCATION AND ACTION FUND (LEAF) MANITOBA

LEAF Manitoba, a provincial branch of a national voluntary sector non-profit organization, advances the equality of women and girls in Canada. It focuses on strategic litigation, law reform and education, based on the Canadian Charter of Rights and Freedoms.

For more information:

Women's Legal Education and Action Fund Manitoba
301 - 960 Portage Avenue
Winnipeg, MB R3G 0R4
Phone: 204-453-1379
Email: leafmb@mymts.net
Website: www.leafmb.ca

9.1 Mediation Services

Mediation Services promotes peace and restorative justice within the community. Services include:

- education on how to resolve conflict using non-violent conflict resolution, including workshops
- mediation by an experienced, impartial person who helps people in defining the issues in the dispute and uses a problem-solving process to arrive at an acceptable outcome for all parties

For more information, contact:

Mediation Services
302 - 1200 Portage Avenue
Winnipeg, MB R3G 0T5
Phone: 204-925-3410
Toll Free: 1-866-925-3410
Email: info@mediationserviceswpg.ca
Website: www.mediationserviceswpg.ca

9.2 Identification

PROOF OF AGE

To get seniors' reductions and benefits, you are often expected to prove your age. This is especially important when you are applying for government pensions and benefits. There is no need to provide proof of birth if your Social Insurance Number is provided on the application. However, Canada Pension Plan has the right to request proof of birth at any time. Other documents are often accepted.

Usually, two or more of the following are also acceptable documents:

- family bibles, prayer books or diaries provided the complete original book or document is submitted
- marriage records
- education documents (ex. school registers, diplomas, teacher's certificates)
- insurance record or government annuity contract
- hospital or medical records, vaccination records
- pension or superannuation records
- employment records
- newspaper clippings
- public records such as assessment rolls, voter and jury lists
- membership records in lodges, clubs, associations
- military records
- court records
- census records and national registration records
- naturalization documents, citizenship certificate, immigration records, or passport

PERSONAL IDENTIFICATION:

BAPTISM CERTIFICATES

The church where you were baptized can supply you with a baptism certificate. If you do not know the specific church, write the central office of your religious denomination in that city. They may have duplicate records.

PASSPORT CANADA

A passport is often required for travel outside of Canada. For more information, contact Passport Canada (Monday to Friday, 7:30 a.m. to 8:00 p.m. Eastern Time).

Passport Canada
Suite 400
433 Main Street
Winnipeg, MB
Toll Free: 1-800-567-6868
TTY: 1-866-255-7655
Website: www.passportcanada.gc.c

SOCIAL INSURANCE NUMBER

Social insurance numbers or cards can be obtained from Service Canada. Social Insurance Numbers are required if you work and many government applications ask for a social insurance number. Applications are done in-person at Service Canada Centres across Manitoba (see page 55) or by mail for those who live in remote regions. Paper applications can be downloaded from the Service Canada website in these situations. Effective April 1, 2014, plastic cards will no longer be produced.

VITAL STATISTICS-BIRTH, MARRIAGE AND DEATH CERTIFICATES

Manitoba Vital Statistics Agency issues certificates only for births, deaths and marriages that occurred in Manitoba. All application forms are at: www.vitalstats.gov.mb.ca. These forms can be downloaded, printed, completed and sent with the prescribed fee to:

Vital Statistics
254 Portage Avenue
Winnipeg, MB R3C 0B6
Phone: 204-945-3701
Toll Free: 1-866-949-9296
Email: vitalstats@gov.mb.ca
Website: www.vitalstats.gov.mb.ca

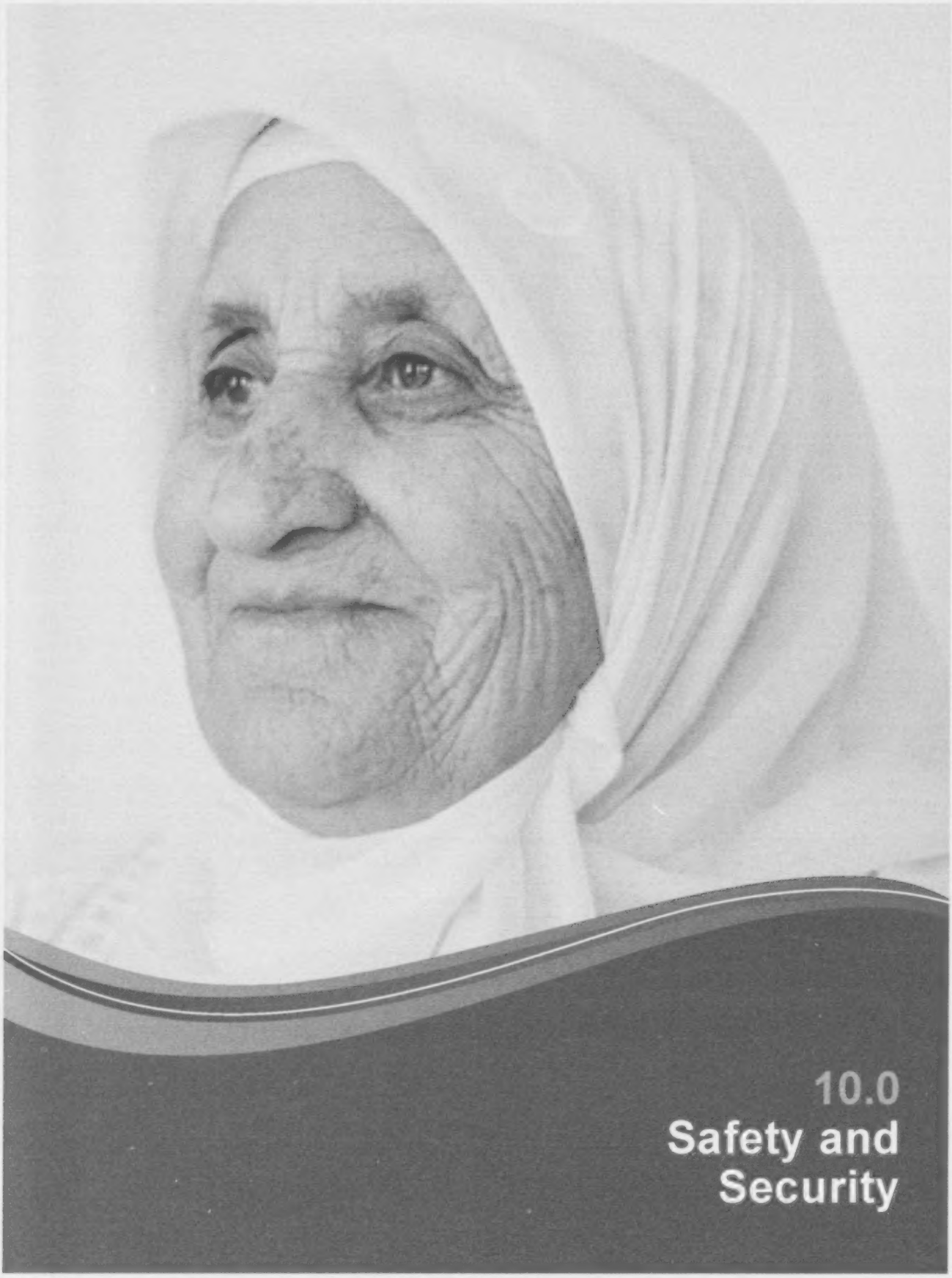
Questions about births, deaths or marriages that occurred outside of Manitoba should be directed to that province, state or country.

OTHER OPTIONS FOR PHOTO IDENTIFICATION

Please note: the Old Age Security Blue Card is no longer available. Photo identification is required for many purposes. For travel out of Canada a passport is the preferred form of identification. However, for other purposes any government issued photo identification may be accepted.

Some examples include:

- valid driver's licence and the Manitoba Identification Card (contact Manitoba Public Insurance at www.mpi.mb.ca or your local Autopac agent)
- Winnipeg Transit Cards (contact Winnipeg Transit for more information, see page 135).



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10.0
Safety and Security

EMERGENCY RESPONSE INFORMATION KIT (E.R.I.K)

E.R.I.K. is an emergency response information kit developed in response to community concerns about the availability of enough information in emergency situations. For more information, see page 69.

10.1 Personal Emergency Response Systems

A personal emergency response system is an electronic device designed to let an individual call for help in an emergency. If the person needs help, he/she pushes a button or pendant and a trained professional will contact him/her immediately to see what help is needed. If there is no answer, help is sent at once.

- These are intended for individuals who live independently and because of their mobility, are considered at risk. They are also for people who feel unsafe in their homes for a variety of reasons.
- There is usually a monthly monitoring fee, depending on the service, and there may be a one-time set up fee.

You can buy the service through some hospitals, community agencies or the companies themselves. Before buying, investigate all the options available for this service and who will respond to your call.

VICTORIA LIFELINE

Victoria Lifeline is a non profit community service of the Victoria General Hospital Foundation that can get help when people can't help themselves. Seniors who fall, feel ill, or experience any type of emergency, press a waterproof button, sending a signal to a 24 hour response centre. The response centre speaks to the senior through a two way communicator provided by Lifeline and will call a family member, a neighbour or EMS depending on the type of help the senior requests. The new AutoAlert pendant can now automatically place a call for help if a fall is detected and the person can't push the button.

For more information, contact:

Victoria Lifeline
4 - 1875 Pembina Highway
Winnipeg, MB R3T 2G7
Phone: 204-956-6777
Toll Free 1-888-722-5222
Email: victorialifeline@vgh.mb.ca
Website: www.victorialifeline.ca

For more information on medical alarms or personal safety systems, consult the Yellow Pages under MEDICAL ALARMS or contact your Seniors Community Resource Council (see pages 9 to 16).

10.2 Personal Safety and Security

For information on consumer protection, see page 63.

A & O SUPPORT SERVICES FOR OLDER ADULTS-OLDER VICTIM SERVICES

Older Victim Services provides assistance and information to older victims of crime in Winnipeg. This service is provided in co-operation with the Winnipeg Police Service and includes:

- help during a police investigation
- help preparing a Victim Impact Statement
- help with insurance, home safety, and replacing lost IDs
- information on financial compensation for personal injuries
- emotional support and court accompaniment
- crime prevention education

For more information, contact:

A & O: Support Services for Older Adults Inc.
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Toll Free: 1-888-333-3121
Email: info@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

A & O: SUPPORT SERVICES FOR OLDER ADULTS–SAFETYAID CRIME AND FALLS PREVENTION PROGRAM

SafetyAid is a crime and falls prevention program that helps prevent break ins and gives older adults a better sense of safety and security in their homes. The program offers:

- free home safety and falls prevention audits to individuals and couples who are 65+
- free installation of safety devices and falls prevention items for eligible clients such as deadbolts, peepholes, swing bars, nonskid bath mats, flashlights, nightlights, ice-grip tips for canes and ice melt
- first priority for victims of a break in or home invasion

SafetyAid program is currently available in Winnipeg and a number of communities across Manitoba. For more information, contact:

A & O: Support Services for Older Adults Inc.
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Toll Free: 1-888-333-1808
Email: info@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

BLOCK PARENT® PROGRAM OF WINNIPEG

The Block Parent® Program is a network of police-screened, easily recognizable, safe homes that members of the community (older and younger) can go to in the case of an emergency. Each home will be marked with a Block Parent program sign.

For more information, contact:

Block Parent® Program
466 Gertrude Avenue
Winnipeg, MB R3L 0M8
Phone: 204-284-7562
Email: bppw@mymts.net
Website: www.winnipegblockparents.mb.ca

MANITOBA JUSTICE-VICTIM SERVICES

Manitoba Justice's Victim Services Branch helps people access their rights, understand their responsibilities and connects them to other services or agencies. Services are free and are available in person, by phone, fax or Internet. As cases move through the criminal justice system, Victim Services provides:

- court and criminal justice system information
- counselling referrals
- information about what to expect if subpoenaed to court
- court preparation, as required
- court support, when possible
- safety and protection planning
- information on possible financial help that may be available to victims of crime
- information about Victim Impact Statements and guidance on how to prepare them
- information on the offender's sentence once she/he is convicted, and how to contact the correctional facility if the offender receives a jail sentence
- information on how to find out about the offender's release from a provincial jail
- information on how to register with the Parole Board of Canada, if the offender is sentenced to a federal institution

Services are available to:

- victims of the most serious crimes under The Victim's Bill of Rights
- victims of domestic violence
- child victims and witnesses

In Winnipeg, services are divided into specialty units. The type of crime will determine which unit will provide services to the victim. In rural Manitoba, crime victim services workers provide a range of services to victims in each category of crime.

For more information, contact the main office or office nearest you:

Victim Services-Main Office
1410-405 Broadway
Winnipeg, MB R3C 3L6
Phone: 204-945-6851
Toll Free: 1-866-484-2846
Website:
www.gov.mb.ca/justice/victims/services

- **Brandon**: 204-726-6515
- **Dauphin**: 204-622-5080
- **Morris**: 204-746-8249
- **Portage la Prairie**: 204-239-3378
- **Selkirk**: 204-785-5213
- **The Pas**: 204-627-8483
- **Thompson**: 204-677-6368

COMPENSATION FOR VICTIMS OF CRIME PROGRAM

The Compensation for Victims of Crime Program provided by Manitoba Justice Victim Services Branch, offers compensation to victims who suffer personal injury, hardships or expenses as a result of certain crimes. (see Victims' Rights Regulation of *The Victims' Bill of Rights Act* for a list). The program is also available to specific relatives and dependants of victims of homicide. To apply for compensation, the offender does not need to have been caught, but a formal report must be made to the police. For a copy of the act, go to www.gov.mb.ca/justice/victims/services/compensation.html.

You may receive compensation for:

- medical expenses (prescription drug costs, ambulance bills)

- damaged clothing or items seized by police as evidence
- dental treatment, replacement or repair of dentures
- replacement or repair of prescription eyeglasses
- grief therapy or other counselling services
- lost wages for victims who have been disabled or for dependants of a victim who were fatally injured
- support payments for dependents
- rehabilitation or retraining
- compensation for permanent disability
- funeral expenses.

For more information, contact:
Victim Services-Compensation for Victims of Crime Program
Phone: 204-945-0899
Toll Free: 1-800-262-9344
Website: www.gov.mb.ca/justice/victims/services/compensation

VICTIM WITNESS ASSISTANCE PROGRAM

This program offered by Manitoba Justice, Victim Services Branch offers support services to victims and witnesses of crime who are subpoenaed to appear in Winnipeg in either Provincial Court or Court of Queen's Bench. Services offered include:

- written correspondence with the crown attorney about their specific case concerns
- information and guidance on how to prepare victim impact statements
- court preparation
- accompaniment to court
- court cancellation notifications
- reimbursement of expense claims

For more information, contact:
Victim Services-Victim Witness Assistance Program
Phone: 204-945-3594
Toll Free: 1-800-635-1111
Website: www.gov.mb.ca/justice/victims/services/witness assistance

PREVENTFALLS.CA WEBSITE

This website focuses on preventing falls in older adults, who are most at risk of serious injury from a fall. Preventfalls.ca provides information to older adults, caregivers, parents, families and professionals on topics such as balance and exercise, medications, nutrition, vision and home safety. Preventfalls.ca has an interactive checklist to help older adults and their families identify personal falls risk factors and provide information to help reduce these risks. As well, it includes a list of exercise programs in Winnipeg that are available for helping prevent falls.

For more information, go to www.preventfalls.ca or contact:
IMPACT, Injury Prevention Program
Winnipeg Regional Health Authority
Phone: 204-940-8300
Email: injuryinfo@wrha.mb.ca

10.3 Senior/Elder Abuse

SENIORS ABUSE SUPPORT LINE

The Seniors Abuse Support Line is a 24 hour resource for information and counselling. The line is supported by trained counsellors who can discuss concerns and respond to questions about elder abuse. Calls are free and confidential.

For more information, contact:
Seniors Abuse Support Line
Toll Free: 1-888-896-7183
Website: www.seniorsabusesupport.ca

A & O: SUPPORT SERVICES FOR OLDER ADULTS-ELDER ABUSE PREVENTION SERVICES

A & O: Support Services for Older Adults provides confidential consultation, assessment and counselling services to older adults who are experiencing emotional, physical, sexual, financial abuse or neglect. Information can be provided to family, friends or community members who may have concerns about an older adult. Help accessing crisis accommodations, legal services (including protection orders) can also be provided.

For more information, contact:
A & O: Support Services for Older Adults Inc.
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Toll Free: 1-888-333-3121
Email: info@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

A & O: SUPPORT SERVICES FOR OLDER ADULTS-SAFE SUITE PROGRAM

The Safe Suite Program provides temporary housing for men and women, 55+ who need a safe place to stay because of abuse or neglect and whose needs cannot be effectively met by existing abuse/crisis services. Abuse may be physical, emotional, sexual, financial or neglect.

For more information, contact:
A & O: Support Services for Older Adults Inc.
200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 204-956-6440
Email: info@ageopportunity.mb.ca
Website: www.ageopportunity.mb.ca

A WOMEN'S PLACE

A Women's Place provides free services for women abused by intimate partners who have left or are leaving an abusive relationship. It offers practical support to women including: advocacy, legal advice/information, legal representation, Legal Aid applications, assistance preparing legal documents, presentations on family law, information/help with protective orders and accompaniment to court or appointments.

For more information, contact:
A Women's Place
200-323 Portage Avenue
Winnipeg, MB R1N 0X4
Phone: 204-940-6624
Website: www.norwestcoop.ca

CELLPHONE EMERGENCY LIMITED LINK-UP PROGRAM (CELL)

The CELL program provided by Manitoba Justice Victim Services Branch, loans free cellphones to people who are involved in high risk relationships or stalking. The program is a co-operative effort between MTS™, Nokia™, UTStarcom, social service agencies, police services and Manitoba Justice. It is available in several Manitoba communities.

- cellphones are issued to social service agencies for eligible clients
- clients are shown how to use the cellphone and are required to sign an agreement that explains their responsibilities

- clients must also meet certain conditions of Manitoba Justice to qualify for the program, such as having a protection plan in place

For more information, contact Manitoba Justice Victim Services Branch (see page 123).

DOMESTIC VIOLENCE SUPPORT SERVICES (DVSS)

DVSS offered by Manitoba Justice Victim Services Branch helps victims of domestic violence when criminal charges have been laid and helps those who have received police services for domestic violence incidents even if there are no charges or arrests. The DVSS offers:

- a safe, supportive environment to talk about the situation
- information about the criminal charges and court process
- information on the roles of those involved in the criminal justice system
- safety planning
- information on protective relief orders
- on-going emotional support and short-term counseling
- information on the cycle of violence and how it can be broken
- support throughout the court process
- court preparation and attendance in court with victims, when possible
- advising the Crown attorney of concerns victims may have about court cases
- information and referrals to community resources
- information about the Cellphone Emergency Limited Link-up/Short Term Program

For more information or to be connected with a victim service worker in your area, contact Manitoba Justice Victim Services Branch (see page 123).

PROTECTION FOR PERSONS IN CARE OFFICE (PPCO)

The Protection for Persons in Care Act is an extra safeguard built into Manitoba's health care system. This law is to help protect adults from abuse and neglect while receiving care in personal care homes, hospitals or any other designated health facility. The act requires that a service provider (or other person) who has a reasonable basis to believe that a patient is, or is likely to be abused or neglected, shall promptly report the belief, and the information to the PPCO.

To report a concern, or for more information, contact:

Protection for Persons in Care Office
300 Carlton Street
Winnipeg, MB R3B 3M9
Phone: 204-788-6366
Toll Free: 1-866-440-6366
TTY Winnipeg: 204-774-8618
TTY Toll Free: 1-800-855-0511
Email: protection@gov.mb.ca
Website: www.gov.mb.ca/health/protection

MANITOBA NETWORK FOR THE PREVENTION OF ABUSE OF OLDER ADULTS (MNPAOA)

The MNPAOA is a partnership of Manitoba organizations. The network's goals are to: act as a central point of contact for provincial efforts, support regional and community prevention initiatives; and raise public awareness of elder abuse throughout the province.

For more information, contact:

MNPAOA
c/o Good Neighbours Active Living Centre
720 Henderson Highway
Winnipeg, MB R2K 0Z5
Phone: 204-669-7531
Email: info@mnpaoa.ca
Website: www.olderadultabuse.mb.ca

CRISIS ACCOMMODATIONS AND SUPPORTS CRISIS LINE FOR PERSONS WITH DISABILITIES

Adults with disabilities who have experienced abuse, or are at risk of abuse and whose needs cannot be appropriately or effectively met by the protocols of existing crisis lines, can be referred here.

For more information, contact:

Crisis Accommodation and Supports Crisis Line
Phone: 204-788-8687

DOMESTIC VIOLENCE CRISIS AND INFORMATION LINE

The Domestic Violence Crisis and Information Line provides information on how you can get help to protect yourself and anyone affected by abuse. The crisis line is toll free, province-wide, and available 24 hours, seven days a week for calls.

For more information, contact:

Domestic Violence Crisis and Information Line
Toll Free: 1-877-977-0007

WOMEN'S SHELTERS

There are 10 women's shelters located throughout Manitoba that provide short-term emergency shelter for women of all ages who have experienced family violence.

For more information, contact the **Domestic Violence Crisis and Information Line** at 1-877-977-0007 or the shelter nearest you:

YWCA Westman Women's Shelter
148 11th Street
Brandon, MB R7A 4J4
Admin Line: 204-727-3644
Local Crisis Line: 204-727-3644

Parkland Crisis Centre
Box 651
Dauphin, MB R7N 2V4
Admin Line: 204-622-4620
Local Crisis Line: 204-638-9484

Portage Family Abuse Prevention Centre
Box 1541
Portage la Prairie, MB R1N 3P1
Admin Line: 204-239-5234
Local Crisis Line: 204-239-5233

Nova House
Box 337
Selkirk, MB R1A 2B3
Admin Line: 204-482-7882
Local Crisis Line: 204-482-1200

Agape House (Eastman Crisis Centre)
Box 3130
Steinbach, MB R5G 1P5
Admin Line: 204-326-6062
Local Crisis Line: 204-346-0028

Aurora House
Box 3779
The Pas, MB R9A 1S4
Admin Line: 204-623-7427
Local Crisis Line: 204-623-5497

Thompson Crisis Centre
Box 1226
Thompson, MB R8N 1P1
Admin Line: 204-677-9668
Local Crisis Line: 204-778-7273
Toll Free Crisis Line: 1-800-442-0613

Genesis House
Box 389
Winkler, MB R6W 4A6
Admin Line: 204-325-9957
Local Crisis Line: 204-325-9800

Osborne House
Box 397
Winnipeg, MB R3C 2H6
Admin Line: 204-942-7373
Local Crisis Line: 204-942-3052
TTY Line: 204-942-5209

Ikwe-Widdjitiwin
Box 1056
Winnipeg, MB R3C 2X4
Admin Line: 204-987-2780
Local Crisis Line: 204-987-2780
Toll Free Crisis Line: 1-800-362-3344

10.4 Community Emergency Assistance

MANITOBA EMERGENCY MEASURES ORGANIZATION

Extreme weather, forest fires, chemical spills and other unpredictable events can happen at any time and are a reminder of the importance of being prepared. The Manitoba Emergency Measures Organization works closely with your municipality and other Manitoba government departments, the federal government and external agencies. They maintain a comprehensive all-hazards approach to emergency management in Manitoba. Your municipality has an emergency plan municipal office and should be your first point of contact for emergency preparedness and in case of emergency or disaster.

This local focus is important, but even more valuable is the need for individuals to recognize their role in emergency preparedness and to be ready for the unexpected. The response to an emergency or disaster of any scale begins with you, the prepared individual. It is recommended that you know the risks to your community, have a plan that will help you and your family in the event of an emergency and maintain a basic emergency kit that enables you to be self-sufficient for up to 72 hours.

You will find a wealth of information on the Emergency Measures Organization website www.gov.mb.ca/emo. It covers what you can do to prepare for emergencies, including a brochure on emergency information for seniors. For details go to: www.gov.mb.ca/emo/general/downloads.html.

For more information:
Manitoba Emergency Measures Organization
General Office
1525 - 405 Broadway
Winnipeg, MB R3C 3L6
Phone: 204-945-4772
Toll Free: 1-888-267-8298
Email: emo@gov.mb.ca

AGAPE TABLE

Agape Table sells low cost groceries, provides hot meals and a meeting place for those in need. Agape Table is open for emergency and subsidized breakfast Monday to Friday mornings from 8:00 a.m. to 10:30 a.m. Low Cost Grocery is open Tuesday, Wednesday and Thursdays 12:00 p.m. to 2:00 p.m. No registration required, just stop by.

For more information, contact:

Agape Table
(located at the All Saints' Church)
175 Colony Street
Winnipeg, MB R3C 1W2
Phone: 204-783-6369
Email: general@agapetable.ca
Website: www.agapetable.ca

CANADIAN RED CROSS SOCIETY-MANITOBA REGION

The Canadian Red Cross offers a number of programs and services at local offices throughout the province. Services include:

- disaster assistance-emergency food, shelter, clothing and personal services
- inquiries and registration of evacuees, reception and information for evacuees
- injury prevention courses (first aid, CPR, swimming and water safety training programs) and SmartStart-injury prevention training for newcomers
- violence, abuse and bullying prevention programs

For more information, contact the office nearest you:

1111 Portage Avenue
Winnipeg, MB R3G 0S8
Phone: 204-982-7330
Toll Free: 1-866-685-4250
Website: www.redcross.ca

Unit 1 – 817 Rosser Avenue
Brandon, MB R7A 0L1
Phone: 204-729-4970

SALVATION ARMY

The Salvation Army provides a variety of supports to individuals including social supports and shelter services.

For more information, contact:

Divisional Headquarters
204 - 290 Vaughan Street
Winnipeg, MB R3B 2N8
Phone: 204-946-9101
Website:
www.salvationarmy.ca/prairie/services/

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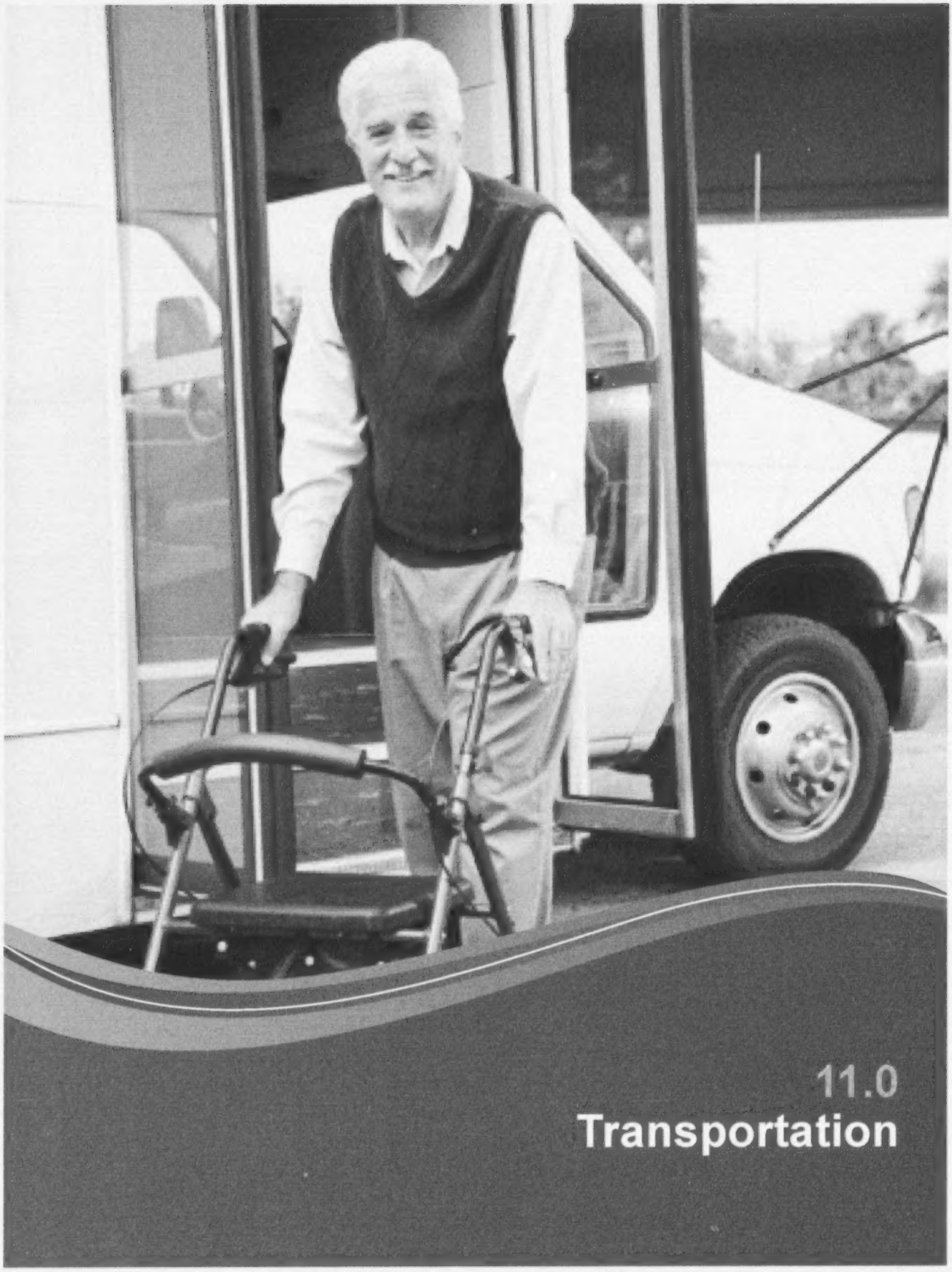

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Transportation Options Network for Seniors

Handi-Transit

Brandon Handi-Transit

Handivan Services-Mobility Disadvantaged Transportation Program

Parking Permit Program

Manitoba Public Insurance-Medical Conditions and Driving

Safety Services Manitoba Mature Driving Program

Seniors Transportation Programs

Canadian Cancer Society Driver Program

Winnipeg Transit

11.0 Transportation

TRANSPORTATION OPTIONS NETWORK FOR SENIORS (TONS)

TONS informs and educates Manitobans on transportation options that enhance quality of life and promotes age-friendly communities. For more information on their programs, see page 5.

HANDI-TRANSIT

Handi-Transit is the part of Winnipeg's public transit system that provides door-to-door transportation for people who are unable to use regular transit because they are legally blind or have a physical disability that significantly impairs their mobility.

- Handi-Transit is a pre-booked, shared ride service
- registrants must meet eligibility requirements and be approved to ride
- eligibility is determined by the transit department a functional assessment may be required to determine eligibility

For more information or to receive an application, contact:

Handi-Transit
Unit B-414 Osborne Street
Winnipeg, MB R3L 2A1
Phone: 204-986-5722
TTY: 204-986-5828
Website:
www.winnipegtransit.com/en/handi-transit/

BRANDON HANDI-TRANSIT

All applicants must fill out the Brandon Transit registration form and be approved before using the system. All trip requests must be made in advance through Handi-Dispatch.

For more information, contact:

Brandon Handi-Transit
Brandon, MB
Phone 204-729-2437
Website:
www.brandontransit.ca/handi-transit

HANDIVAN SERVICES-MOBILITY DISADVANTAGED TRANSPORTATION PROGRAM (MDTP)

The Manitoba government, through MDTP, provides funding support to communities (outside Winnipeg) who have established and operate locally initiated handi-transit services for mobility disadvantaged residents, including seniors. Provincial funding includes an annual operating grant and a one-time capital grant to help buy a handivan. To qualify for funding, local municipalities must sponsor the program and demonstrate a commitment to keep the

service in operation once it is established.

For additional information on the MDTP, contact your local Seniors Community Resource Council, or:

Manitoba Local Government
Municipal Finance and Advisory Services
508 - 800 Portage Avenue
Winnipeg, MB R3G 0N4
Phone: 204-945-2572
Website:
www.gov.mb.ca/ia/bldgcomm/mdtp.html

PARKING PERMIT PROGRAM

If you, a friend or family member has difficulty walking more than 50 metres, you can apply for a parking permit that allows you to park in specially designated spots at a close distance from the entrance.

For applications, contact your physician, local municipal office, the MPI Driver and Vehicle Licensing Branch or:

Society for Manitobans with Disabilities-Parking Permit Program Office
1857 Notre Dame Avenue
Winnipeg, MB R3E 3E7
Phone: 204-975-3257
Toll Free: 1-800-836-5551
TTY: 204-975-3239
TTY: 1-800-856-7934
Website: www.smd.mb.ca/smd-services/parking-permit-program

MANITOBA PUBLIC INSURANCE (MPI)– MEDICAL CONDITIONS AND DRIVING

Getting behind the wheel of a vehicle gives us a sense of independence and allows us to be connected to our family, friends and community. Unfortunately, our ability to drive safely can be diminished by medical factors beyond our control. Driving safely requires excellent physical and mental skills.
It is your responsibility to discuss any medical condition that could affect your ability to drive with your doctor. Depending on the issue, a medical or vision report may be requested. Drivers, including seniors, may be required to go for a comprehensive assessment of their driving ability. MPI's Medical Compliance and Assessments Department reviews recommendations and information on medical fitness to drive and makes decisions according to the Medical Standards for Driving published by the Canadian Council of Motor Transport Administrators.

For more information, contact:

Manitoba Public Insurance
Medical Compliance and Assessments
Box 6300
Winnipeg, MB R3C 4A4
Phone: 204-985-1900
Toll Free: 1-866-617-6676
Website: www.mpi.mb.ca

SAFETY SERVICES MANITOBA MATURE DRIVING PROGRAM

The FREE Mature Driver Workshop is a perfect way for motorists to refresh their driving skills.

For more information, contact:

Safety Services Manitoba
3-1680 Notre Dame
Winnipeg, MB R3H 1H6
Phone: 204-949-1085
Toll Free: 1-800-661-3321
Website: www.safetyservicesmanitoba.ca

SENIORS TRANSPORTATION PROGRAMS

Many Seniors Community Resource Councils provide transportation programs in their communities for seniors who need transportation. This could include rides for shopping or medical appointments. A small fee may be charged. For more information, contact the Seniors Community Resource Council in your community (see pages 9 to 16).

CANADIAN CANCER SOCIETY DRIVER PROGRAM

The Canadian Cancer Society co-ordinates a driver program that matches volunteer drivers with ambulatory patients who are receiving treatment and need rides to get to appointments. A small daily user fee is charged. Driver programs are available in Winnipeg, Brandon and some rural areas.

For more information, contact:

Canadian Cancer Society Driver Program
675 McDermot Avenue
Winnipeg, MB R3E 0V9
Phone: 204-787-4121

WINNIPEG TRANSIT

Winnipeg Transit regularly operates a fleet of 570 buses, 536 of which are low floor easy access buses. Easy Access buses offer kneeling features, priority seating for seniors and those travelling with mobility devices and strollers. All new buses are equipped with wheelchair ramps to allow wheelchair and scooter access.

- Eligible seniors (age 65 +) can get a reduced fare when using Winnipeg Transit. A Transit ID or proof of age is required.
- Transit users who buy monthly passes should keep their passes and receipts to claim the Transit Tax Credit on their income taxes.

To find out what time your bus comes, or to look up low floor easy access service, contact:

Winnipeg Transit
Transit Info: 311
Telebus: 204-287-7433
BUStxt: 287898
Website: www.winnipegtransit.com

For information on transit services in **Brandon** *call 204-729-2300.*

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Does your organization offer programs and supports for older adults?

If yes, would you like to take advantage of this new opportunity to place an ad in the next Manitoba Seniors' Guide Edition?

The Seniors' Guide is a resource for Manitobans with useful information about programs and services for older adults!

Distribution: 45,000 copies

Manitoba Seniors Guide has been printed since 1984

Only one of its kind in Manitoba

Over 9500 hits for the guide and publications online

As the only province-wide resource guide for older adults, the Manitoba Seniors' Guide provides vital information to older adults and their families. This publication features resources that are available to all older Manitobans to make informed decisions which support healthy, independent, active living.

The Guide is distributed to senior-serving organizations, physician offices, pharmacists, as well as by request through the Seniors Information Line and at various community based health fairs.

If your organization is interested in placing an ad, please contact:

Seniors and Healthy Aging Secretariat
Phone: 204-945-6565
Toll free: 1-800-665-6565
Email: seniors@gov.mb.ca

AGE FRIENDLY
Manitoba

Age-Friendly Manitoba Initiative helps seniors lead active, socially engaged, independent lives that contribute to healthy aging. Manitoba, led by the Seniors and Healthy Aging Secretariat, provides many programs and services that benefit seniors and make us the most Age-Friendly province in Canada.

Sign up your community today!
Contact the Seniors and Healthy Aging Secretariat
Visit: www.manitoba.ca/shas
Phone: Winnipeg 204-945-6565;
Toll-Free 1-800-665-6565

To learn about other Age-Friendly Communities
Visit: www.agefriendlymanitoba.ca

An Age-Friendly Manitoba...

Recognizes the diversity among older Manitobans

Encourages healthy, active aging

Supports the contributions of older Manitobans

Promotes the participation of seniors in all aspects of our community

Engages stakeholders in building age-friendly communities

Creates accessible, safe environments for older adults

Treats people of all ages with respect

Manitoba